



Customer Experience Assistant

Quickline Communications

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At Quickline we are embarking on our biggest journey yet! Come and join us in our mission to connect over 500,000 rural premises in the coming years by expanding our gigabit capable, next-generation hybrid network. Come and help us to reduce the digital divide and connect rural communities with 5G technology. With a recent significant investment, we are a small company with a big heart and even bigger plans!

As part of our big plans, we are growing our teams from 60 people to 200 by March 2022 and then to 400 by 2025!

About the Customer Experience Assistant job...

This is a fantastic opportunity for a Customer Experience Assistant to join our growing team. You will use your customer service and communication skills to remain customer focussed in all you do. You will provide first class end to end customer experience.

You will identify opportunities to improve the customer experience by providing excellent levels of service with in-life enquiries by building a rapport and listening to customers' needs.

If the customer is at the heart of everything you do and the reason you get out of bed in a morning, you are looking for a new career journey within a growing team then this could be the role for you.

Here are just a few reasons why you are going to love this role...

- You will take ownership for every customer interaction through personal responsibility to see it through to a resolution.
- You will deliver a customer focused service, driving through the principle of exceptional customer experience in all customer interactions.
- Manage escalated enquiries and complaints.
- Support increase of customer satisfaction results and customer recommendations and reviews.
- Delivery against key customer performance indicators to ensure customer interactions are managed to the required standards in a timely manner.

Here's why you are going to be great in this role...

- You have already got a strong background in a customer facing role
- You already have worked in the telecoms industry
- Organisational skills and time management are what you are good at
- Your people skills are great and you have excellent communication skills

Location

Hessle office / part remote working options



Hours / work pattern / flexible working options

This is a full time role, but of course we will always consider flexible working options as we know work life balance is important and we want our teams to be able to flourish.

About Us

We believe everyone should be able to access fast reliable Ultra-fast internet, and we are proud to enable our customers to do this.

Here is the mission we are on here at Quickline:

- Ultra-fast Anywhere - to bring affordable and reliable Ultra-fast internet and associated services to 100% of homes, businesses and equipment within our rapidly expanding coverage area.
- 100% Uptime – to make constant high availability connectivity available to businesses where the internet is mission critical.
- Made to Measure – to design and build services in wireless broadband and data, fixed telecoms and connectivity to suit the specific situation rather than the other way round.

There are currently around 60 of us, encompassing infrastructure, installations, sales, projects, customer support (both 1st and 2nd Line Technical support), call centre operations (3rd party), finance, IT and HR. We have a great team who have fun whilst delivering great customer service.

This is a very exciting time to join our business, if we sound like the team for you then apply now, we would love to hear from you!

Please send your CV with covering letter to cv@quickline.co.uk

Benefits

- Healthcare cash plan
- High street discount portal
- Employee assistance programme
- Free parking
- Company sick pay
- A flexible approach to working

Please note, unfortunately we are unable to offer visa sponsorship.