

Customer Care Advisor

We have several excellent opportunities within our Customer Care team for Customer Care Advisors. This is an inbound call team who are there to provide outstanding customer service to new and existing clients. This role is fast paced and you will be required to take mainly inbound calls and work towards resolutions via email.

The role is Monday-Friday, 09:00-18:00 and the salary is £27,000 per annum. Hybrid working of 2 days working from home per week is offered following probation.

Main responsibilities:

- Resolving new and existing customer issues quickly and efficiently
- Supporting new customers through the learning curve of either setting up their own business or being employed through an umbrella company
- Nurturing PayStream's existing customer relationships by providing an inspirational level of customer service
- To ensure compliance processes are followed at all times
- Taking inbound call queries and supporting the team managing an email inbox

Minimum requirements:

- Experience in a telephony role
- Experience of working in a customer service-based role
- Positive can do attitude
- Punctuality and reliability
- Ability and commitment to deliver high levels of customer service
- Resilience and the ability to cope with difficult conversations
- Ability to communicate information in a clear and articulate manner to clients, contractors and colleagues, both orally and in writing
- Ability to develop rapport with customers through written and verbal communication
- Ability to manage own time to deal with multiple tasks effectively
- Ability to take responsibility of tasks and use initiative
- Efficient organisation skills, with attention to detail and accuracy
- Ability to remain calm and professional in a pressurised customer service environment

- Desire to develop a good working knowledge of PayStream products and industry legislation
- Ability to work effectively in a team
- Basic I.T. skills with the ability to learn and operate relevant computer systems

Why work at PayStream?

We are a growing organisation with an excellent working culture. We pride ourselves on our people. In return for your hard work we offer the following company benefits:

- Great Place To Work Certified!
- 23 days annual leave (plus bank holidays) which increase with length of service
- Your birthday off
- Salary reviews every February
- Amazing monthly company social events and rewards (just look at our website and Facebook page!)
- Cycle to Work scheme
- Casual dress everyday
- Enhanced maternity/paternity benefits
- Professional qualification financial support
- Up to 6 days paid study leave for professional qualifications
- Long service awards
- Training and personal development
- Personal accident cover
- Free fresh fruit and refreshments
- Free flu vaccinations
- PLUS, our fantastic Christmas party!

...and a fantastic working environment! If you match the profile and would like to be part of the team please apply now by sending in your CV to careers@paystream.co.uk