

CUSTOMER SUPPORT ADVISOR

Greenzone has an exciting opportunity for a full-time Customer Support Advisor to join our dynamic team based in Newark, Nottinghamshire.



ABOUT THE ROLE

The Customer Support Advisor will be responsible for handling all customer queries within specified timescales to ensure compliance and exceptional service delivery. The role is also responsible for the day to day running of client accounts under the direction and support of the Account Management Teams.

Responsibilities will include but not be limited to:

- Processing service change requests and implement changes on the Company software.
- Ensuring phone usage and calls are conducted in line with Company policies and training.
- Handling and resolving customer and supplier queries, whilst ensuring customers and suppliers are always kept up to date.
- Investigating and resolving invoice queries

ABOUT YOU

The ideal candidate will have a strong confident personality with extensive experience of working in a customer facing role. You must have excellent written and verbal communication skills to enable you to communicate with customers and suppliers at all levels. The successful candidate will be able to manage their own workload and time efficiently and work well under pressure. Experience of working in the waste industry would be desirable but not essential.

BENEFITS

- Competitive salary and benefits
- Company Pension scheme and Life Assurance scheme
- 25 days annual leave per year, plus bank holidays
- Career development and training opportunities
- Eatzone – our on-site subsidised canteen
- Subsidised gym memberships
- On-site parking
- Employee Assistance Programme

