

# Customer Experience Advisor



**DO YOU HAVE A PASSION FOR CUSTOMER SERVICE? WE ARE LOOKING FOR CUSTOMER EXPERIENCE ADVISORS TO JOIN OUR TEAM IN GLASGOW**

## TRAINING:

In this role you will receive full training and support throughout your career. This will be provided through regular coaching, in-house training and feedback on current development.

## PURPOSE OF THE ROLE:

- To show empathy and compassion whilst delivering good customer service
- Provide a personalised, professional experience when responding to the customers using a variety of channels
- Utilise a variety of information systems, to ensure customer queries are resolved and they receive a personalised service to drive the customer experience towards excellence

## PREFERRED SKILLS & EXPERIENCE

- Experience working in a complaints handling role.
- Educated to a minimum of Standard Grade English (or equivalent)
- Effective communication skills, written and verbal
- An enthusiastic, self-motivated and outgoing nature.
- Computer literacy skills.
- Proactive problem solving skills.
- Ability to understand and resolve customer enquiries in a time sensitive manner.
- A positive, resilient, assertive and professional nature.
- The ability to be flexible and stay calm under pressure.
- Strong time management skills in order to meet deadlines.
- Ability to work within a team setting with adaptable and interpersonal skills.
- Being able to encompass the Abellio values at all times, Genuine, Proactive, Professional and Inclusive.

## HOURS OF WORK

- 37.5hrs per week
- Rota Sunday - Saturday
- 07:00-22:00
- Weekend work on rotation

## APPLY

<https://apply.abellio.com/>

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