

Vacancy Advert

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Customer Advisors

x1 Fixed Term, 12 Months

x1 Permanent, Full-time

(Term-time only can be considered for both roles)

Salary: £18,000 - £20,200

Location: Coventry

What it's about

Our Customer Contact Centre handles over 8,000 calls each week from schools, colleges, examiners and learners, dealing promptly and efficiently with enquiries related to the services and qualifications offered by OCR.

The team has built a reputation with external and internal customers for friendly, professional service and we are looking to expand this team further.

What you'll be doing

You will:

- Provide friendly and professional support to customers; although you will largely be answering incoming calls, you will also be required to handle written correspondence (emails and letters)
- Help and advise on anything from teaching an OCR qualification through to exam queries
- Analyse issues quickly to provide accurate and effective solutions.

What we're looking for

We are looking for someone with strong experience in the customer service industry.

You will have the determination to deliver the best possible service within a busy contact centre environment, and the ability to analyse issues quickly, accurately and effectively.

You must have proven communication skills together with an excellent telephone manner. You will be required to perform to set key performance indicators (KPI). Good working knowledge of Microsoft Outlook is essential and an understanding of Word and Excel would be advantageous.

This is an ideal role for someone who thrives in a customer-facing environment. The successful candidates will be able to expect plenty of support from their colleagues and all the training they need to succeed.

Who we are

OCR (Oxford Cambridge and RSA Examinations) is a leading UK exam board. We provide qualifications which engage people of all ages and abilities at school, college, in work or through part-time learning programmes. Our general and vocational qualifications equip learners with the knowledge and skills they need for their future, helping them achieve their full potential.

This is an excellent opportunity to join a market leader and be rewarded with valuable learning opportunities, a competitive salary and benefits.

Benefits

- Generous contributory pension
- 28 days annual leave, plus bank holidays
- Annual performance related bonus and increases (discretionary)
- Enhanced maternity/paternity pay and childcare voucher scheme
- Employee discount and cash back scheme at 1,200 retailers
- Cycle scheme
- Subsidised canteens
- Support for professional qualifications