

We're looking for Customer Service Advisors

As a Customer Service Advisor, you will need:

- A positive and resilient attitude
- Exceptional customer service skills gained in any environment
- Computer literacy with the ability to multitask and use multiple systems at any one time
- Great listening and communication skills
- Fast and accurate data entry and typing skills.

Salary range

£22,000 - £26,583 per annum.

Location

Crossways Business Park, Dartford with the option to work remotely 50% of the time.

Hours of work

35 hours per week, Monday to Friday. Core hours are 8am to 5pm - a variety of shifts will be worked.

Annual leave entitlement

26 days per annum plus bank holidays, plus half day birthday leave.

Benefits

- Generous annual leave entitlement with the flexibility to buy and sell more annual leave
- Pension scheme and life assurance
- A culture of internal development
- Health and wellbeing including an employee assistance programme and a selection of optional initiatives.

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We have an exciting opportunity to join our friendly Customer Service team as a Customer Service Advisor.



At Moat we always want to provide an amazing experience for our customers and as an Advisor you are key to achieving that goal. You'll be the first point of contact for our customers, contractors, and suppliers, answering queries and providing detailed information.

The Customer Service Advisor role can be very fast paced so you need to be able to think on your feet and use the knowledge we give you, along with your naturally helpful and professional attitude to serve our diverse customer base. You must have a real passion for customer service and thrive on engaging with people and understanding their needs.

No previous housing or call centre experience is necessary. We provide full training and ongoing support, ensuring you have all the tools to succeed as a Customer Service Advisor.

If you feel that you would like to be part of an energetic team with the opportunity to develop yourself then we would love to hear from you.

————— Tanya Gray —————

Interim Head of Customer Operations

Want to apply?

If so, visit: moat.co.uk/careers and click 'current vacancies'.