

OUR CORE VALUES



Customer Service Operative

Location: Smith and Byford Head Office (Cheam, Surrey)

Department: Domestic Gas

Reporting to: Team Leader

Hours: Monday – Friday and every 4th Saturday (rota) 8am – 6pm (occasional voluntary overtime is available to 8pm)

Description

This role is for a full time position, based in our call centre. As part of this role you will be working within a team of skilled Customer Service Operative's (CSO) covering all domestic gas service contracts. The successful candidate will be responsible for delivering great customer experience through a variety of customer contact channels (phone, email, live chat etc). You will ensure our customers and engineers receive a friendly, professional and consistently high-quality service helping to resolve various queries and get it right first time.

Main responsibilities

- Achieve exceptional standards of customer service and always deliver 'The Perfect Repair'
- Answer calls (from customers, engineers and clients) and facilitate appointments, in line with contract conditions
- Plan engineers work
- Carry out engineer diary management
- Book service appointments

- Approve engineers timesheets
- Monitor and action escalation reports
- Support the gas department with administration tasks

Main pre-requisites

- Must be able to work in a busy and high-pressured environment
- Must be able to handle challenging calls and remain calm under pressure
- Excellent communication skills at all levels (both written and verbal)
- Previous experience in a customer service/call centre role preferred
- Gas/Home maintenance experience preferred, but not essential
- Exceptional customer service skills
- Understanding delivery of best value and continuous improvement
- Good organisational skills
- Demonstrate initiative and a good work ethic
- Openness to learning

Benefits of working for us

- Established in 1966 we now employ over 400 members of staff, yet remain a **family run business, with strong family values**
- Envious reputation for **high staff retention** rates
- Role specific training and development
- **Equal opportunities employer**, with a culture to promote from within
- **Mental Health** awareness and resources
- We promote **cycle schemes** to encourage healthier lifestyles
- Yearly **annual leave increase** after 5 years of service
- Open door policy
- **Living Wage** employer
- Members of **the 5% club**



Interested in applying?

Please send a copy of your CV to customercare@smithandbyford.com