ENLIGHTEN YOUR FUTURE

Zen Internet Role Specification

JOB ROLE: CUSTOMER SERVICES EXECUTIVE

Key Deliverables

Providing a quality service and high levels of customer care are at the heart of Zen Internet's business philosophy. The Customer Services department is critical to the delivery of this philosophy and is highly committed to providing an outstanding customer experience.

We offer a non-scripted working environment where the free exchange of ideas is encouraged. Our Customer Advisors are enthusiastic and talented individuals, capable of taking ownership of customer enquiries and carrying them through to resolution.

The ideal candidate will have proven experience of delivering high levels of customer satisfaction within a customer service environment and will be a proficient user of the internet.

Key Responsibilities

- First point of contact for residential and business customers
- To manage Internet and other service related provisions from placement of order through to activation of account
- To analyse and respond appropriately to queries from customers via telephone and e-mail, working towards an appropriate solution
- Chasing order placement, status and progress
- Liaising with Sales / Billing and Technical departments regarding complex issues
- To recognise potential sales opportunities and refer to relevant department
- To exceed customer expectations within tight time scales
- To use initiative in customer contact whilst working as part of a team

Candidate Profile

- Proven experience of providing high level customer service
- Proficient user of the Internet and the ability to learn new technologies quickly
- Excellent communication skills
- Able to analyse customer needs and recommend solutions with minimal supervision
- Able to prioritise workload efficiently ensuring that all customer queries are resolved to closure and the customer's satisfaction.
- Willing to go the 'extra mile' and to view customer excellence as a personal objective.
- Able to deal with difficult clients/situations in patient & friendly manner.
- Educated to HND level or equivalent in an IT subject an advantage
- Experience gained in an IT/ISP/Telco environment an advantage