



Job Description

Job Title: Customer Services Officer

Grade: Tier 1

Business Area: GIBFIBRE

Reports to: Richard Camilleri, Customer Services Manager

Main Purpose of the Job:

To provide a first class customer service to clients both on a face to face basis and over the phone. As an ambassador for the brand, you will display a high level of courtesy and professionalism, you will be highly reliable and you will consistently demonstrate integrity and sound judgement. You will perform tasks with enthusiasm and efficiency, will be highly organized with good time management skills and you will complete assignments in a timely and accurate manner. You will work well independently as well as collaboratively in a team environment.

Key Responsibilities:

- To deal with all customer walk-in's in a timely and professional manner
- To deal with all customer calls in a timely and professional manner
- To deal with all customer emails in a timely and professional manner
- To follow up any work derived from the above channels in a timely and professional fashion
- To sign up Basic and Premium businesses; drawing up pertinent application forms as required
- Liaising with technicians to organize installations in a timely manner
- Dealing with client upgrades/downgrades as pertinent
- Dealing with invoice queries
- Processing application forms
- Assisting clients with enquiries and requests in English and Spanish
- Processing transactions
- Providing post sales administrative support
- To provide outstanding customer service all round

The above is a snapshot of KPI's for the role albeit is not an exhaustive list of responsibilities. In addition, from time to time you may be required to assist with other key deliverables as required by the business.



Core Skills/Experience

- Reputation for exceptional customer relations
- Easily establish trust and rapport with public, demonstrating good listening skills
- Excellent organizational and time management skills
- Strong problem solving skills
- Calm under pressure
- Experience in working in a dynamic, fast paced environment

Qualifications/Technical Expertise

- Bilingual English/Spanish
- Proficient in Microsoft office tools
- Previous customer care training desirable

Salary Range: Competitive

Hours of work: 37.5

Location: Unit 5, Buttercup, Waterport Terraces, Waterport Road

Cost Centre: TBC

