

## **Customer Support Representative**

### **Darlington**

This is an exciting opportunity for an ambitious, customer service professional to join one of the UK's leading vehicle rental specialists as a Customer Service Representative and bring to life the Northgate experience for our customers.

We have a wide variety of different teams within the Customer Service department, all responsible for different elements of Northgate's services. What they all have in common is that they are looking to you to deliver a great experience and provide the right service for them.

So, whether you are helping a customer with a new rental, resolving a customer query or booking a vehicle MOT. There is plenty to get your teeth stuck into!

### **About you**

- You come from a fast-paced, customer-focused background.
- You will have some industry and/or technical knowledge (although not essential)
- You are a people person – you put yourself in your customer's shoes and communicate well with them in sometimes-difficult situations.
- You can do more than one thing at once – you can be sure you will never be looking for something to do, so being able to prioritise and plan your work is key.
- You are comfortable using office based IT systems – ensuring systems are up and date and inputting customer data.
- You have a confident and professional telephone manner – you will be able to confidently communicate to many different types of people at different levels.
- You get involved in every part of our business – you take pride being part of the Northgate team and are keen to help colleagues with a hands-on, can-do approach to getting things done.

### **As Customer Support Representative, we offer:**

- A Salary up to £19,500 per annum + bonus in selected teams
- **Full time** – 37.5 hours per week. Mon to Fri between the hours of 08:00-18:00 on a shift rotation. 1 in 4 Saturday's 08:00-12:00.
- Additional employee benefits (including employee assistance, life assurance, pension, retailer discounts etc.)
- A proven induction-training plan to help you learn how we do things, guidance from experienced colleagues and ongoing support from your manager.
- The first step in a great career! We have an impressive record of developing our people using clear career development pathways and making a commitment to supporting your professional development.