



QuestGates Careers and Vacancies

JOB TITLE: Customer Services Advisor

DIVISION: Central Services

OFFICE: Birmingham preferred (or flexible with regular travel required)

We are looking to recruit a Customer Services Advisor within our Central Services Division.

The role involves working alongside our Customer Services Team, with responsibility for the recording, managing, and reporting of all customer complaints and compliments. As a Customer Services Advisor, you will analyse complaints and compliments to share root cause analysis and recommendations for improvement across QuestGates, engaging with the operational teams to ensure that we deliver the highest levels of customer experience. You will also act as a point of escalation for customer queries.

To be successful in the role you will need to demonstrate a commitment to providing an exceptional customer experience, a passion to develop and innovate service.

Key Skills:

- Excellent communication skills, both oral and written
- Good organisation/time management skills with the ability to manage tasks to strict deadlines
- Strong analytical skills and the ability to present findings verbally and in the form of reports
- Good degree of IT competency and literacy including the ability to complete management reporting and produce detailed analysis
- Ability to interact with clients and customers at all levels
- Attention to detail and accuracy of information
- Excellent people and stakeholder management skills
- Understanding of the regulatory environment and requirements

The role involves:

- To provide exceptional customer service at all times
- To participate positively and constructively as a team member



- To communicate effectively and proactively with all relevant parties by the most effective and expeditious means
- To work closely with Managers to ensure service is delivered to the highest possible standard
- To promote and support the TCF principles
- To ensure adherence to contractual/Client SLA's and KPI's
- To be accountable for the satisfactory resolution of any issues
- To engage with teams both office and field based across our business and travel as necessary to meet face to face

The Package:

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Flexible benefits
- Enhanced family leave
- Electric car scheme
- Voluntary benefits schemes
- Birthday holiday
- Share purchase scheme with interest free loans

Hours of work:

Standard working week is 35 hours, Monday to Friday with flexibility to work from home / office.

Closing Date for Applications:

Close of business on Friday 8th December 2023.

Contact details:

If you would like further information about this vacancy or wish to apply, please contact Siobhan Bullock on 07885 456254 or email HR@questgates.co.uk by the closing date.