

Customer Service Advisor

Description

Customer Service Advisor

Redditch, Worcestershire (Office-based)

Full-time | Permanent

Salary: £28,000 per annum

Are you an excellent communicator with a passion for customer service? We're looking for a **Customer Service Advisor** to join our clients busy Head Office team in Redditch.

You'll be responsible for guiding customers through their journey — from start to finish — ensuring everything runs smoothly and any issues are resolved quickly and professionally.

Key Responsibilities

- Act as the main point of contact for customers during their journey
- Deliver first-class customer service with empathy and professionalism
- Make daily outbound calls to update customers and contractors
- Liaise with project managers to ensure smooth progress on all jobs
- Accurately record updates, queries, and resolutions on the CRM system
- Track and monitor progress of projects and complaint resolutions
- Collect outstanding balances once work is complete
- Support the wider customer service team to resolve issues efficiently
- Communicate clearly via phone, email, and letter
- Maintain a professional and positive image for the company

What We're Looking For

- Previous experience in a customer-facing or customer engagement role
- Excellent communication and interpersonal skills
- A caring, customer-focused approach with great attention to detail
- Ability to stay organised and manage multiple priorities under pressure
- Confident with Microsoft Office and Outlook
- Experience with payment collection or processing finance paperwork

What's in It for You

- Competitive salary of **£28,000 per annum**
- **Office hours Monday to Friday – 9am to 5pm**
- Join a friendly, supportive, and customer-focused team
- Work in a fast-paced, rewarding environment where you can make a real impact
- Opportunities for career growth and professional development

Interested?

If you're passionate about helping customers and take pride in delivering great

Hiring organization

Elliott Recruitment

Employment Type

Full-time

Duration of employment

Permanent

Job Location

Redditch

Base Salary

£ 28000

Date posted

13th November 2025

service, we'd love to hear from you.

Apply now to join our clients growing team.