



## German Speaking Customer Service Administrator Non Voice – Job Profile

Here at Lifeplus people are at the heart of what we do. Each Lifeplus colleague is a key part of who we are.

We value everyone who works with us and do all we can to create an environment where mutual respect, trust, collaboration and a shared sense of purpose drives all that we do. We strive for our people to feel valued and to have fun at work.

We're looking for people to join the Lifeplus team that want to work for a unique company with lovely, kind and generous people.

We have a network of associates that are passionate about Lifeplus products and people. They contact our Customer Service centre in St Neots with their product orders and questions.

The role will include but is not limited to

- Answer incoming German language customer queries and process incoming customer requests via email using Lifeplus Kayako ticket management software in line with Lifeplus policies and service level agreements.
- Process customer orders via various Non Voice channels (Quick Order, Web Order, Fax) using in-house Lifeplus system software in line with Lifeplus policies and service level agreements.
- Make outgoing phone calls to German speaking customers where appropriate in order to achieve a satisfactory resolution.
- Proactively develop relationships where possible, building opportunities with both new and existing customers and ensuring high levels of customer retention at all times.
- Ensure a proactive, flexible and positive approach at all times when handling customer requests.
- Be available when requested to receive in-coming German speaking customer queries via telephone (Voice customer service requests).
- Participate in the ongoing development of Lifeplus Customer Care and the wider business, and proactively contribute to personal learning and improvement.
- Keep up to date with, and ensure a thorough understanding of, the company's business structure and product portfolio. There is no requirement to give advice on specific product recommendations.

## Key Attributes

- Passionate about delivering excellent customer service.
- Must be fluent in both oral and written English and German.
- Excellent IT skills. Knowledge of sales process and ordering systems is desirable but not essential.
- Excellent communication skills with both internal & external customers.
- Able to build good relationships at all levels with a positive and flexible approach.
- Able to solve problems, have initiative, and open to continuous improvement and learning
- Contact Centre Team Leaders – Non Voice for meeting team targets across all Non Voice channels
- Customer Service Operations Manager - Non Voice for meeting departmental service level targets across all Non Voice channels

The responsibilities and attributes listed above is indicative it is not exhaustive and is not designed to limit or inhibit the way we work or how the role develops. This is intended to be a fluid document and indicates how we currently see the role.

We'd like you to choose the hours and days that work for you, from the working patterns we currently offer:

Monday to Friday, 37.5 hours per week. 07:00–15:15 Monday to Friday, 37.5 hours per week. 08:00–16:15 Monday to Friday, 37.5 hours per week. 09:45– 18:00 (Occasional Saturdays maybe required)

A two-week cycle, 70.5 hours, working 2 days on and 2 days off, 07:00–20:00. 37.5 hours per week over four days. Monday 07:00-17:45, Tuesday 07:00- 17:15, Wednesday 07:00-17:15, Friday 07:00-17:15.

37.5 hours per week over four days. Monday 07:00-17:45, Tuesday 07:00- 17:15, Thursday 07:00-17:15, Friday 07:00-17:15.

Over a two week period, 2,2,3 shift (37.63 hours per week on average):

Monday Tuesday on, Wednesday Thursday off, Friday Saturday Sunday on, Monday Tuesday off, Wednesday Thursday on, Friday Saturday Sunday off.

1 hour 15 minutes break, salary: £23,000.

225 hours 45 minutes holiday including Bank Holidays.

241 hours holiday including Bank Holidays after 3 years.

248 hours 30 minutes holiday including Bank Holidays after 5 years.

- Please note: The successful applicant will be required to undertake a criminal record check.
- Please advise us in advance if you have any special requirements if you are asked to attend an interview.