



## Spanish/ Italian Language Customer Service Administrator – Job Profile

Here at Lifepplus people are at the heart of what we do. Each Lifepplus 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 Lifepplus 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 Lifepplus 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:

- Use bespoke Lifepplus Customer Care system software to enter data and process customer orders via voice and non-voice channels, taking prompt and appropriate action in accordance with internal procedures and ensuring all agreed Service Levels are met or exceeded.
- Process receipts of, and requests for, payments (for Direct Debits and card payments) and preparation of associated paperwork in an efficient and effective manner.
- Assist with new customers' enquiries and set up of new accounts.
- Proactively develop relationships, 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.
- Participate in the ongoing development of Lifepplus 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 products and business structure

### Key Attributes

- Fluent in spoken and written Spanish, Italian and English
- Passionate about delivering excellent customer service
- 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

### Hours and Days

- Monday to Friday, 37.5 hours per week. 09.45–18:00 (Occasional Saturdays maybe required)



The responsibilities and attributes listed above are indicative but not exhaustive and are 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.

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.