



## Swiss 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 two exciting opportunities within our newly created Swiss team.

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. Our Customer Service Administrators provide excellent customer service to the network by building relationships, resolving queries on a wide variety of complex topics and processing orders and changes. Customer Service is the first contact point for our network and the role is to truly represent the values and principles of Lifepplus.

The role will include but is not limited to:

- Develop positive relationships with customers via phone, email and other channels
- Process customer queries related to account changes and business building
- Engaging with both new and existing customers to ensure high levels of customer retention
- Use bespoke Lifepplus IT systems to resolve and process customer orders and queries
- Contacting customers where appropriate in order to resolve queries, offering a satisfactory resolution
- Take prompt and appropriate action for the customers
- Assist new customers with their enquiries and setting up accounts
- Process and complete administration of payments
- Collaborate with colleagues in Lifepplus to help us be the best we can be
- Develop product and process knowledge to continue providing excellent customer service
- Be a proud ambassador of Lifepplus to customers and colleagues

### Key Attributes

- Passionate about delivering customer service

- Swiss German language skills and fluent in written German
- Fluent in speaking and writing English
- Willing to learn how to use a variety of bespoke IT systems
- Positive and engaging communication skills
- Ability to work in a team, ask for help and trust colleagues
- Problem-solving skills to take the initiative and develop your knowledge

#### Hours and Days

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. 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. Sundays excluded.
- 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.

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.