

Customer Care Executive

Up to £25,000.00 pa (depending on experience)

THE OPPORTUNITY

This is an exciting and varied role in Locale's Customer Experience team that will see the successful candidate working to ensure our customer care is managed to the highest standards. The successful candidate will be required to look after the customer throughout their journey with Locale. By delivery customer value and engagement, it is essential that the chosen candidate becomes an expert in our product and are able to assist with daily ticket and phone queries, providing a five-star customer service.

ABOUT LOCALE

Locale is UK's leading provider of digital solutions across the real estate sector. Founded in 2005, we have combined our in-depth understanding of the property industry with state-of-the-art technology redefining:

- the way any real estate asset is **managed**
- the way in which real estate **engages** with its occupiers in a bid to create a cohesive community
- the way in which we **communicate** with stakeholders

Our longevity is sustained by our brand culture and core values, all centred on a people-driven approach. By prioritising the needs of our customers, and our relationships within the community, we have continually delivered a first-class experience with an ever-evolving group of products and services. Currently, the business comprises three key products:

- Locale – the portal
- Locale Life – an occupier engagement service
- Locale Look – visual communications service through digital signage

We consider our six core values that allow us, our customers, and the real estate industry to fearlessly pursue and inspire creativity, ambition, and passion for digital solutions towards a future that keeps people at its heart...

- Transparency
- Collaboration
- Innovation
- Customer commitment
- Health and wellbeing
- Diversity & Inclusivity

Boasting a national footprint, we work with some of the biggest names in the real estate sector and are proud to be delivering digital solutions to some of the most renowned

buildings and communities including the Shard, Central London, Harbour Exchange in Docklands & Digbeth in Central Birmingham.

KEY ROLES AND RESPONSIBILITIES

- Answer support queries via phone and email
- To provide excellent customer care
- Adhering to strict SLA's.
- Responding to and monitoring various software platforms
- Logging of customer requests and incidents
- Diagnosing and rectifying technical problems and queries following first line fix criteria and where possible resolving at first call
- Provide applications and infrastructure support to our growing client base
- Setting up new users' accounts and profiles and dealing with password issues
- Resolve incidents with printers, scanners, signature pads and upgrade different types of software and hardware
- Logging and escalating calls with third parties where required, ensuring communication back to the customer
- Proactively managing customer expectations, during lifecycle and ensuring renewal of contracts.
- Engaging with the client and internal sales representatives to understand the customer's business and clearly identify needs, pain points, and goals.
- Advising on benefits and efficiencies that can be gained when using the system to its full potential.
- To work closely supporting the design and success departments
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SKILLS & REQUIREMENTS

- Minimum of 1-2 years' experience in a customer facing role.
- Great customer service skills
- Strong business acumen, problem solving and analytical skills.
- Excellent attention to detail, organised and task focussed with a methodical approach to work.
- Exceptional interpersonal and communication skills, both written and verbally.
- Experience in building strong rapport and relationships both internally and externally.
- Ability to work independently and manage multiple priorities.
- Self-motivated with the ability to handle a stretching and changeable workload.
- Proactive team player with the ability to communicate and collaborate with customers and internal stakeholders of all levels.
- Maintaining accuracy and composure in pressured environments.
- Innovative and able to inspire customer loyalty, engagement and adoption.

BENEFITS

Locale offers an engaging work environment in an industry with exciting long-term prospects.

Our annual employee engagement programme run by employee committee evolves constantly to offer activities and access to benefits we feel represent who we are as a company:

- 25 days holiday
- 'Dress for your day' in a relaxed open plan office
- Lunch & Learn sessions • Monthly, quarterly and annual social events
- Pod coffee and tea making facilities with biscuits, a fruit bowl, and a sweet jar
- Soup and noodle lunches
- Private health insurance
- Cycle-to-work scheme
- Health Assured employee assistance programme (wellbeing).

APPLICATION

Applications will be considered on a rolling basis. Locale is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of race, sex, disabilities, religion/beliefs, sexual orientation or age.

Please send your CV, along with a covering letter, to recruitment@locale.co.uk telling us something interesting about yourself and explaining why you are the perfect fit for Locale.

No canvassers or recruitment agencies please.