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## **Customer Service Representative**

### **Job description**

Due to continued growth, Action24 are seeking a Customer Service Representative to join the team. Action24 provide monitored alarm and CCTV systems to homes and businesses throughout Ireland.

The Customer Service Representative will act as a point of contact for all customers. The successful candidate will organise engineer visits, manage customer service queries and ensure the highest standard of service is provided at all times to ensure total customer service satisfaction. This is a permanent, full time role in a company that truly values its team members and provides a flexible rewarding environment.

### **Responsibilities**

- Manage all customer queries via phone, email etc.
- Communicate any issues to the relevant departments
- Provide expert customer service consistently
- Communicate with the customer in a friendly and professional manner
- Process orders, advise customers on pricing
- Complete and process prepay bookings

### **Requirements**

- Ability to work in a fast paced environment
- Minimum of 2 years' experience in a Customer Service role
- Knowledge of security systems a distinct advantage
- Must be customer-focused with the ability to multitask and problem solve
- Proven track record of achieving / overachieving KPIs
- Excellent verbal and written skills

**Job Types: Full-time, Permanent**

### **Benefits**

- Optional hybrid working
- Bonus
- Full educational support (including payment of all course fees)
- Pension contributions

