

Customer Care Executive

Permanent, Full time contract (Limerick)

At Three Ireland, Customer Care Executives have a key contact with our customers, they're the voice of our organisation. Join us, and Be Phenomenal. Apply now at:

<https://three-ireland.csod.com/ux/ats/careersite/10/requisition/1397/application?c=three-ireland&jobboardid=0#1>

Each day is filled with customers, each with different needs. Working tirelessly to provide a stellar experience while resolving issues, as part of our Care team you'll need to be happy keeping several plates spinning and be adaptable and resilient in a fast-paced workplace. In a team of like-minded people, your charm and friendly demeanour will keep customers happy. Bring us your character, warmth and attention to detail, and you'll get to be unapologetically you in a team of friends.

Since we set foot in Ireland, we've done things differently

Investing in infrastructure, we built a network that now connects 2.2 million customers nationwide, carrying more data than all of our peers combined. We take the script and rip it up, we're a big-hearted energetic bunch, striving for a better-connected life. We encourage our employees to face their weaknesses, to really open themselves up to new tasks and projects in a super-charged and rich learning environment. We want you to become the best version of yourself.

Join us as a Customer Care Executive

A natural with people, you'll provide front line support to customers by handling inbound and outbound calls, dealing with customer billing and service queries, and ensuring customers are fully aware of all value product and service offerings. Friendly and professional, you'll take ownership of every enquiry to get the best outcome for the customer, driving service excellence. You'll need to be experienced, with strong sales skills, and able to quickly build rapport with your customers. A great communicator, you'll be part of a friendly and motivated team and be ready to play your part in its success. Results-motivated with commercial awareness, you'll be skilled at managing your time and multi-tasking.

What else it involves

- Providing a single point of contact for all enquiries, delivering high levels of performance, and the ultimate experience for customers on every call.
- Enthusiastically offer additional products and Services to customers, focusing on customer retention.
- Working with your team and Team Leader to support an inspiring environment where the customer is at the heart of everything we do.
- Taking ownership of customer issues and use initiative when problem solving.
- Listening to and understanding customer's needs and respond accordingly.
- Instilling a strong customer focused mind set to ensure adherence to Service Level Agreement's (SLA's)
- Dedicatedly handling any anticipated critical issues.
- Results based with a focus on customers and the delivery of sales and service Key Performance Indicators (KPI's)

The skills we're looking for

- Time management skills; able to handle the demands of a queue based environment.
- Customer service experience (e.g. retail, hospitality. Call centre experience an advantage).
- Sales skills an advantage, or interest in developing sales skills (training provided).
- Flourishes working in a team and supporting others to achieve goals.
- Attention to detail and high work standards.
- A self-starter who has demonstrated capability to take ownership of their own development.
- Excellent Interpersonal and communication skills.

Benefits of Working at Three

- Hybrid working model, our employees will enjoy more flexibility working from home and our service centre in Limerick (rotation is one week from home, followed by one week in service centre)
- €27,008 annual gross starting salary
- Sales commission structure (up to €600 per month)
- Up to 10% annual performance bonus
- Pension scheme: Equal 5% employer contribution
- 25 days holidays plus 2.5 company days.

- Annual Leave buy or sell option (buy or sell up to 5 additional days each year)
- Private Healthcare Insurance through our flexible benefits programme
- Life assurance, phone & laptop, subsidized canteen
- Access to learning & development tools such as LinkedIn Learning
- Free on-site parking available

Three Ireland is proud to be an equal opportunities employer. We are committed to equal employment and growing a diverse workforce. We embrace those of any race, colour, gender identity, age, ancestry, religion, disability, sex, marital status, national origin, citizenship, or sexual orientation; and we want our teams to reflect this! If you require interview reasonable adjustments, please let us know when scheduling your interview, or alternatively please email recruitment.support@three.ie for assistance