



TITLE: Greek Customer Care Specialist
LOCATION: Bicester, UK
REPORTING TO: Customer Service Team Leader / Head of Operations
DIRECT REPORTS: None

Company & Job Overview

Bigblu offer satellite broadband services to people who find it difficult to access the internet through the traditional 'phone or fibre' network. Our customers tend to live in rural locations that are underserved by the traditional broadband providers. The signal we use to connect our customers comes from Satellites that are typically in orbit approximately 36,000 miles above the earth.

What we are looking for:

You will be the first point of contact for business and residential customers once they have signed up for our excellent services, you will support them through the installation phase and assist with in-life queries including billing and 1st line technical support. You will be a true brand ambassador for the company seeking to deliver first call resolution every time, ensuring customer advocacy. Passionate about our products and services, and fascinated by the power of our increasingly connected, digital world, you will exceed customer expectations making us the Satellite Broadband supplier of choice.

Answering calls from Greek customers seeking assistance with their [Bigblu](#) service, you will do everything you can to help them get the best experience and value from their subscription. This could include a tariff upgrade, a billing enquiry, an internet speed check, a change of address or occasionally, helping a customer who is unhappy with their service they have received.

Key Tasks and Responsibilities

- Effective management of daily inbound and outbound call demand
- Deliver exceptional customer service
- Identify, assess, and resolve customer needs on a first call resolution basis
- Be a subject matter expert for all areas of our products and services
- Encourage brand loyalty in our customers; Promote new products and services
- Provide a measured and results focussed approach to customer complaints, ensuring SLAs achieved for resolution time
- Manage your own caseload, utilising strong administration and prioritisation skills
- Continually seek to improve the customer experience by identifying service improvement opportunities
- Verify, amend, and update customer records accurately
- Acting as 1st line for technical support to existing customers
- Complete necessary troubleshooting steps to diagnose system/hardware faults and ensure the solution is articulated in a user-friendly way
- Supporting engineers in the field with systems/network issues

- Constantly seeking to ensure our customers stay with us, supporting where possible, escalating where needed to retain their business
- Liaise and build relationships with Marketing, Technical Support, Finance, Operations and Sales to ensure effective resolution on all customer enquiries
- Ensure complete adherence to company processes & procedures
- Achieve set KPI's that will contribute to the overall business objectives

Competency	
Qualifications:	<ul style="list-style-type: none"> • Fluent in Greek – preferably native speaker • Fluent in English
Skills and Abilities:	<ul style="list-style-type: none"> • Exceptional Greek written and spoken communication skills • Professional, positive, and efficient telephone manner with loads of personality • Ability to present moderately complex information in a structured and balanced way making it easy for customers to understand • Good organisation/ planning ability • Customer orientation and ability to adapt/respond to different types of characters • Genuine passion for continuous performance improvement • Positive / Flexible attitude • Proficient in all Microsoft Office Packages • Able to follow direction and complete tasks independently • Ability to maintain a high standard of work with strong attention to detail in a fast paced, busy contact centre • An excellent team player who thinks winning together, is much sweeter than winning alone
Knowledge and Experience:	<ul style="list-style-type: none"> • 1+ Years' experience in contact centre role • Tech Savvy with a good understanding of and passion for the power of connected technologies and the life-changing value they bring to people • Knowledge of Telecommunications industry desirable • Knowledge of Microsoft Dynamic's CRM desirable • B2B & B2C experience preferable
Other:	<ul style="list-style-type: none"> • Based at Bigblu European Operation centre, in Bicester • Hours of work will be 37.5 hours per week, typically Mon-Friday 09:00am-17:00pm • Occasional weekend working as part of a rota • Flexibility required to meet the changing needs of the business • Excellent training will be provided • Fantastic benefits – including but not limited to: Generous employer pension contribution / holiday trading – buy or sell annual leave / cycle to work program / shopping voucher discounts

