



Creating great homes together

Role Profile

Position

Customer Care Advisor

Reporting to

Customer Care Supervisor

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- To be at the forefront of delivering an exceptional customer experience.
- An environment that is fast-paced, adaptable, and highly collaborative, offering first-class training and support to help you acquire new skills that will distinguish you.
- Encouragement to explore innovative methods and approaches while working with talented and ambitious colleagues.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- Demonstrating a passion for customer experience and effectively communicating that to others.
- Ability to prioritise and manage multiple tasks simultaneously.
- Working at pace without compromising on quality.
- Staying calm under pressure and maintaining focus.

What you take care of

- Engaging with customers in our busy CX Hub ensuring that they receive the best experience at the right time, first time.
- You prioritise our customers' needs in everything we do, making sure all customer interactions are managed appropriately.

What you need to be successful

- Excellent customer service skills, with the ability to make quick decisions to meet customer needs.
- A compelling communication style and the ability to collaborate effectively with others to achieve team goals and complete projects.
- Relevant experience working in a busy customer service or contact centre would be advantageous.

Qualifications required

Applicants with transferable skills are encouraged to apply.

- No essential qualifications required.

Approved: V1/1024012