

Want to join the Sapphire team?

Apply today!



Role title	Customer Experience Executive
Reporting to	Customer Experience Team Leader
Salary	£20,000 + Commission (Up to £24k OTE)
The Person	At least 1 years' experience in a customer service (ideally inbound telephone based) environment, with outstanding communication and organisational skills, who possess an empathetic and caring attitude
Why Sapphire?	<ul style="list-style-type: none"> • Employee-owned company • Minimum 34 days holiday (rising with service) including birthday off • Monthly team get togethers • Company incentive targets • Annual incentive trips (previously Las Vegas, Barcelona, New York and more) • Brand New office with games room, bar and flexible working space • Fresh fruit daily • Employee Healthcare membership
Role purpose and characteristics	<ul style="list-style-type: none"> • A truly exceptional customer focused attitude, working in adherence to the Sapphire guarantee at all times • The first point of contact to deal with any incoming phone enquiries in a knowledgeable, courteous, professional, empathetic and efficient manner • Ensure that every decision you make puts our employees and customers at the centre of your thought process • Working as part of a team of five, support colleagues with various projects and administrative tasks and be prepared to take on additional responsibilities in our rapidly expanding organisation
Main Areas of Responsibility	
Customer Care	<ul style="list-style-type: none"> • A genuinely proactive approach to delivering outstanding customer care by dealing with any enquiries in a knowledgeable, courteous, professional and empathetic and efficient manner • Proactive approach to answering up to 100 inbound calls per day from our

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Sapphire
CLEAR CUT THINKING



	<p>existing customers, employees and subcontractors, answering any queries they raise regarding their payments and engagement with us</p> <ul style="list-style-type: none"> • Enthusiastic, with an ability to quickly build a warm relationships with our existing customers, employees and subcontractors by telephone and email • Dealing with our support email box for inbound customer, employee and subcontractor queries, ensuring responses are professional, same day and where appropriate a phone call is made instead
Compliance	<ul style="list-style-type: none"> • Making weekly outbound calls to employee's and subcontractors to ensure adherence with our FCSA accreditation • Ensure that compliance with current legislation and regulatory requirements are consistently met (e.g. HMRC, FCSA)
Deadlines	<ul style="list-style-type: none"> • Origin of workloads will be from external customers (Recruitment Agencies), employees and subcontractors, by inbound phone call or email so the ability to work under pressure is a key requirement • Ensure all queries are dealt with in line with Sapphire's guarantee and responsibility is taken if deadlines are not met
Customer (Agency) Relationships	<ul style="list-style-type: none"> • Build rapport with our customers whilst liaising regarding employee assignments, timesheets, missing payments and any other queries that may arise from our employees and subcontractors • Any issues or problems are brought to the attention of your line manager as soon as they arise for quick and effective resolution
Other	<ul style="list-style-type: none"> • Any documentation is electronically filed away with supporting evidence on a daily basis • Our cloud-based software is updated after each call with specific notes regarding the outcome • Learn and keep up to date with industry specific legislation, which will greatly assist with the execution of the role • A truly exceptional customer focused attitude and commitment to 'getting the job done' before the end of each day