

Customer Service Agent
Brent Cross 202010

Job Description

This is an exciting opportunity for an ambitious, customer service professional to join one of the UK's leading vehicle rental specialists as a Customer Service Agent and bring to life the Northgate branch experience for our customers. Being a Customer Service Agent puts you right at the heart of our business, supporting customers to deliver on their business promises. You will spend time with a wide variety of customers both face-to-face and by phone, each with their own unique needs - the thing they all have in common is that they are looking to you to deliver a great experience and provide the right service for them.

As a key Central London site, Brent Cross is a busy, expanding branch with almost 800 vehicles in fleet and relatively new workshop facility. The branch supports a broad mix of businesses and brokers, including managing the relationship with one of our largest regional customers. So, whether you are sourcing vehicles so you can say yes to booking, resolving a customer rental query or overseeing the daily vehicle movements in and out of branch, it is an exciting place to be.

About you

- You come from a fast-paced, customer-focused background – the industry is not important but where you excel is in quickly understanding what matters to your customers.
- You are a people person – you put yourself in your customer's shoes and communicate well with them in sometimes-difficult situations. As a Customer Service Agent, if you cannot help, you know who can.
- You get involved in every part of our business – you take pride being part of the Northgate team and are keen to help colleagues with a hands-on, can-do approach to getting things done.
- You can do more than one thing at once – you can be sure you will never be looking for something to do, so being able to prioritise and plan your work is key.
- You are comfortable using office based IT systems – ensuring we keep track of our vehicles, customers and performance means the branch works efficiently and delivers results.
- You are enthusiastic about our business – a Customer Service Agent is the face and voice of Northgate so we will look to you to make a great first impression and deliver an exceptional experience every time.

As Customer Service Agent, we offer:

- A great work-life balance, working mostly Monday to Friday.
- Additional employee benefits (including employee assistance, life assurance, pension, retailer discounts etc.)
- A proven induction-training plan to help you learn how we do things, guidance from experienced colleagues and ongoing support from your manager.
- The first step in a great career! We have an impressive record of developing our people using clear career development pathways and making a commitment to supporting your professional development.

Be part of the future of vehicle rental

If you would love to join one of our amazing teams as Customer Service Agent, we encourage you to find out more. Apply today via our website or email your CV to apply@northgate.careers.com