

## **Customer Service Representative - Event Co-Ordinator Darlington**

This is an exciting opportunity for an ambitious, customer service professional to join one of the UK's leading vehicle rental specialists as an Event Co-Ordinator and bring to life the Northgate experience for our customers.

A key role within the Network Event Management Team, the purpose of an Event Co-Ordinator is to coordinate the Northgate's mobile technician activity in response to both internal and external customer demand.

You will be directly responsible for the planning of all daily activity for the mobile technicians in a dynamic environment to support delivery of an effective and efficient service, while maximising mobile resources.

### **What are we looking for in you?**

- You come from a fast-paced, customer-focused background.
- You will have some industry and/or technical knowledge (although not essential)
- You are a people person – you put yourself in your customer's shoes and communicate well with them in sometimes-difficult situations.
- 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 systems are up and date and inputting customer data.
- You have a confident and professional telephone manner – you will be able to confidently communicate to many different types of people at different levels.

### **As Customer Service Representative, we offer:**

- A Salary up to £19,500 per annum + bonus in selected teams
- Full time – 37.5 hours per week. Mon to Fri between the hours of 08:00-18:00 on a shift rotation. 1 in 4 Saturday's 08:00-12:00.
- 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 have a positive influence on our amazing Customer Service teams, we encourage you to find out more. Apply today via our website or email your CV to [apply@northgate.careers.com](mailto:apply@northgate.careers.com)