

Explore Learning is looking for passionate and enthusiastic individuals to join our growing Customer Support team in Head Office, in the heart of Guildford, Surrey. Working alongside the Head of Sales, Customer Support Team Leader and other Customer Support Advisors, you'll be the first point of contact offering best-in-class service to our customers and impacting sales for the company. This is an amazing opportunity to be at the forefront of everything we do, helping centres, members and prospective members when contacting Head Office.

The Role

Your main aim will be to ensure that the best service is delivered to both existing and prospective members in line with the core of Explore's vision. You will look for new ways to delight our customers across multiple channels in our Customer Support Team, including phone, email and web chat. You'll have a strong desire to see our education business grow and help more children to become confident, fearless learners.

Your day-to-day will consist of:

- Being an ambassador for Explore Learning over the phone, email and live chat consistently delivering outstanding levels of service
- Introducing people to our core values and guiding prospective members to the next stage of their customer journey
- Identifying and implementing opportunities to enhance customer service delivery and strategy

We're looking for people who can exude the following:

- First class customer service skills with a genuine interest in meeting all of our members' needs
- A strong sales drive; guiding our prospective members towards booking free trial sessions to experience our learning centres first hand
- Excellent communication skills with ability to build rapport over the phone
- Ability to problem solve and use initiative
- Strong organisational ability
- Strong commitment to the company's vision
- Desire to work for a fast growing entrepreneurial business

What you need to know

We will provide you with the training and the tools to build your professional sales and customer service skills, an in-depth knowledge of the education system and an ability to listen to and resolve customer queries.

Working hours: Monday – Friday full time basis, with working hours to be discussed but generally 9am-5.30pm. Please note we operate all throughout the year, including Bank Holidays.

Starting salary: £20,000+ up to £3000 performance-based bonus structure.

We conduct annual pay reviews which are completely performance governed and tailored to mirror your development.

Other benefits include:

- Pension, wellbeing scheme, Cycle to Work Scheme, Payroll Giving, Maternity Package and Holiday Allowance starting at 22 days holiday allowance on top of the 8 bank holidays and an additional 2 days we are closed for
- Shared Benefits include Staff Discount to our Explore Learning centres, Childcare Vouchers and Referral Bonus
- Length of Service based benefits - Enhanced Maternity Pay, Life Assurance, Vitality Health Insurance
- Award Winning Learning and Development Programme

To apply please email your CV and cover letter to amy.galloway@explorellearning.co.uk

Applications should be submitted no later than Friday 24th May.

