

WEBCHAT ADVISOR

Boardgash

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Becoming a Webchat Advisor at Capita:

As a Webchat Advisor, you will be supporting a well-known brand, providing a fantastic customer experience on all interactions, leaving a lasting impression. You will be supported with extensive initial training, so that we can help you build the knowledge and skills required to work from home with confidence.

What you'll be doing:

- Deal with customer queries through webchat / social media, ensuring delivery of a quality service on a consistent basis
- Ensure day-to-day service delivery targets are met, dealing with all queries and requests in a timely, professional and consistent manner
- Accurately record all contact interactions on systems in line with expected process
- Use your product knowledge to proactively find answers and solve problems
- Work to tight deadlines to ensure all queries are responded to in good time and meet day-to-day service delivery targets
- Provide administrative support to ensure all queries are correctly logged and updated in line with our processes
- Adhere to data protection and confidentiality laws
- Build sustainable relationships of trust with customers, team members and clients through open and interactive communication

Skills you need to succeed:

- Very good level of English C1 level
- Customer service skill can be an asset
- Excellent PC and data entry skills
- Ability to resolving problems
- Very good organisational skills
- Ability to work shifts: Monday- Friday 9.00-21.00, Saturday 10.00-18.00

What's in it for you:

- Employee Assistance Program for employees and their families (psychological support)
- An extra day off for voluntary activities close to your heart

- Access to our Employee Network Groups, which represent every strand of diversity and allow colleagues to connect and learn from each other on an open, inclusive platform
- Opportunity to become one of the Internal Trainers
- A multinational environment with strong ties to UK business culture
- LuxMed medical healthcare and Generali group insurance
- Multisport Plus / Classic or MultiKafeteria benefit systems
- A positive atmosphere with excellent work-life balance (a 30-minute lunch break included in the 8-hour working day)

What we hope you'll do next:

Click 'Apply now' to fill out our short application form, so that we can find out more about you.

About Capita

Capita is a consulting, transformation and digital services business. Every day our colleagues help millions of people, by delivering innovative solutions to transform and simplify the connections between businesses and customers, governments and citizens. We partner with clients and provide the insight and cutting-edge technologies that give time back, allowing them to focus on what they do best and making people's lives easier and simpler. Capita is a leading business services provider with over 55,000 employees, operating in the UK, Europe, India and South Africa.

Capita Poland supports clients across various sectors, including local government, customer service, procurement, life and pensions, insurance, data analysis, and learning and development. We operate in three locations – Kraków, Opole and Łódź.

Daily, we deal with simple processes like checking data correctness, contacting with clients, training coordination, and much more complex processes like closing general ledgers, reporting, financial analysis, claims processing, systems implementation, technical customer support, or fleet administration.

We're an equal opportunity employer, which means we'll consider all suitably qualified applicants regardless of gender identity or expression, ethnic origin, nationality, religion or beliefs, age, sexual orientation, disability status or any other protected characteristic. We recruit and develop our people based on merit and their passion for creating better outcomes, and we're committed to creating an inclusive environment for all employees.