



## Job Details

<b>Title:</b>	Customer Service Representative
<b>Reports to:</b>	Team Leader – Customer Service
<b>Location:</b>	Limerick
<b>Duration:</b>	Full Time and Part Time

## About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

## About the Role:

Reporting to the Team Leader, the Customer Service Representative is a customer facing role. We aim to provide an excellent service to our customers through first line support resulting in a high first contact fix percentage on all calls. The successful candidate will have the ability to resolve a variety of calls including but not limited to after sales, accounts/billing queries, upgrades and general queries. Everyone in Customer Contact loves to make a difference. And they aren't satisfied until they can hear the smile on the customer's face. Quite simply, you'll be the voice of Virgin Media. And whatever the next call brings, your goal remains the same - to delight and dazzle with your knowledge and commitment. And if you can throw in some sweet surprises along the way, everyone's a winner

## Specific Tasks/ Duties:

- Strong team player that consistent delivers results that contributes to a High Performing team.
- Demonstrates Customer Advocacy during every interaction that delivers a memorable Virgin customer experience. (Measure by Net Promoter score).
- Demonstrates Ownership, Accountability & Speed during every customer Interaction to deliver First Contact Resolution.

- Key Stakeholder in driving business growth by generating/closing sales leads.
- Responsible for identifying process gaps and initiating a change to the benefit of both the customer & Virgin Media.
- Working with the Real Time team and Business Change to highlight potential events/issues within the day.
- Provides customer focus through customer service expertise to other groups to assist in the resolution of queries/complaints.
- Continuously takes ownership for their own development by updating skills & knowledge by completing classroom training & E-Learning courses as required.
- Participates in relevant programs to identify call drivers/trends to reduce un-necessary calls.

## The Person

- Role Model performance record required.
- Contact centre experience is desirable.
- Professional demeanour with excellent verbal & written communication skills.
- Evidence of customer focus, ownership and commercial understanding.
- Can demonstrate problem solving and analytical skills.
- Sales experience is advantageous.
- Experience of telecoms industry would be advantageous.
- Good typing skills and working knowledge of Microsoft office programs.
- Self-Starter that can work independently along with a strong focus on team results.
- Flexible in relation to duties and rosters.

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply [jobs@virginmedia.ie](mailto:jobs@virginmedia.ie)

Not your ideal job? Visit our career page to view all of our other open vacancies;  
<http://www.virginmedia.ie/careers>

Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.