

CUSTOMER SERVICE ADVISOR – Sonex Financial, Leeds

- **£23,400.00 salary.**
- **A monthly bonus of up to 25% of salary**
- **Hybrid working – Leeds city centre and home**
- **30 days holiday (including public holidays)**
- **Amazing benefits: healthcare, cash back, employee assistance, high street retail discounts, pension plan, gym discounts, free on-site parking, generous candidate referral scheme, casual dress, and lots of recognition and incentive schemes to say well done and thank you for a great job!**

A bit about us...

Sonex Financial is part of the Lantern Group, who've proudly achieved GOLD awards from both Investors in People and Investor in Customers for several years in succession! Sonex is an award-winning Customer Management company, recognised for doing things differently and being the specialist in our sector. We partner with a number of the big energy and utility providers, helping their customers, experiencing financial vulnerability, find the right solution based on their personal circumstances.

We've even been awarded **"Best Vulnerable Customer Support Initiative"**. As a result of this recognition, we are now looking to continue to grow our team to help support our clients most vulnerable customers.

We're excited to be recruiting for **several Customer Service advisors** in Leeds city centre so why not come and join our fabulous team!

A bit about your new role....

You'll be joining our very friendly and highly experienced customer service team in our contact centre in Leeds. You'll be speaking with our clients' customers over the phone and helping them find the financial support they need. If you want to make a real difference and have the "human touch" in finding the right solution for a customer experiencing vulnerability and difficult circumstances.

Does this sound like you ?

- I have gained some valuable life skills that mean I can empathise and treat my customers with dignity and respect.
- I have a can-do attitude.
- I'm passionate about delivering excellent customer service.
- I love the idea of being able to help people.
- I'm full of enthusiasm, drive, and ideas.
- I can complete a task with accuracy and have a thorough approach with close attention to detail.
- I'm quick to learn new computer systems particularly being able to update a system whilst talking on the phone!
- I have strong communication skills and an excellent telephone manner.
- I am trustworthy, discreet, and professional.
- I am a great listener.
- I am computer savvy!

Our values are rooted in honesty, empathy, and transparency – for our colleagues our customers and our clients. That's why equality, diversity and inclusion are so important to us; because when we embrace

different perspectives and give everyone the chance to be the best they can be, we can think in new, creative ways that grow and enhance our business.

We're committed to equal opportunities for everyone, and we may collect relevant data for monitoring purposes during our candidate registration process. Be yourself, that's all we ask.

Interested..... why not send your CV to careers@lanternuk.com.

Due to the nature of our sector and interactions, an offer of employment will be subject to satisfactory background checks, including but not limited to; employment references, a DBS (basic) and a credit file search.