



## JOB ADVERT - Details

<b>Company:</b>	Block Recruit
<b>Role title:</b>	Customer Support, Property Management
<b>Internal Reference Number:</b>	4003
<b>Closing date:</b>	-
<b>Salary:</b>	£20K - £30K depending on experience
<b>Working Hours:</b>	-
<b>Temporary / Fixed Term / Permanent contract:</b>	Permanent
<b>Location:</b>	Home Based, Kent
<b>Contact details for applications:</b>	Holly Payne talentresourcing@blockrecruit.co.uk
<b>Role description:</b>	<p><b>What will joining this company do for your career?</b></p> <ul style="list-style-type: none"> <li>• Growth in your career</li> <li>• Working from the comfort of your own home</li> <li>• The chance to diversify in Block Management</li> <li>• The chance to Work in a driven, ambitious team</li> </ul> <p>Are you someone with <b>Block Management</b> experience that fancies entering tech? We are currently working exclusively with a company who are looking for the right person to join their Customer Support team in Kent – all from the comfort of your own home. As a company they have 250 managing agents using their software system across the UK and Ireland, with 100,000 units using the system too. The team provide a unique service to their customers, offering support and guidance to the highest standard.</p>

	<p>As their new <b>Customer Support</b>, your role will initially start out handling customer support on the system. This will involve handling query tickets raised by customers that come through on the system. Once you've built your confidence on the system, you'll also be speaking to customers on the phone, guiding them through the system in response to queries.</p> <p>In time, you'll also take on the responsibility of being a "Client Trainer" which will see you going to the customers to hold training days on how to use and get the most out of the system. For example, you may be spending a day in London or Dublin, training a team of Property Managers on our system!</p> <p>This position is offering progression in your career, you will have the chance to grow and show your real potential in the role. You will need to be assertive and guide customers through the system, this also means you will need to be a strong communicator and have the confidence needed to support customers efficiently without causing confusion. It's highly important that you are incredibly honest and reliable as you are managing people's data and the trust of our customers is our top priority.</p> <p>You are not required to have Tech or <b>Block Management</b> experience, but ideally it would be great if you had one or the other so that you are not starting from scratch. By having Block Management experience, it will really help you learn the system, especially when training clients. IT experience is highly advantages because you can then explain the system and have experience of dealing with people who don't understand it, creating an easier process of supporting a customer.</p> <p>Although in their infancy, this company has seen rapid growth and they've gone from strength to strength. They're always taking on new clients which puts them in a fast-paced environment. Whilst attention to detail is key, you need to be able to work effectively under pressure and be able to prioritise your own workload.</p> <p>The team are driven, ambitious and work collaboratively, sharing new ideas and ways to better their service. Innovation is key, so bring ideas! You have a lot of progression ahead of you, being a small company means there are opportunities for the taking. This position is ideal for someone who is looking for growth, something to work towards and stay motivated for.</p> <p><b>Minimum Requirements</b></p> <ul style="list-style-type: none"><li>• Self-motivated, able to work autonomously</li><li>• Strong Communicator via the phone, emails and in person</li></ul>
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	<ul style="list-style-type: none"> <li>• Trustworthy, assertive with excellent customer service skills</li> </ul> <p>If you don't meet the requirements for this role, call the Block Recruit team to see what other roles we may have which could fit your current level of experience or "create an account" with us on the website, so we can stay in touch and let you know when other roles to come up.</p> <p><b>Desirable Requirements</b></p> <ul style="list-style-type: none"> <li>• Block Management experience</li> <li>• IT/Tech experience in a customer support role</li> </ul> <p><b>Salary Range &amp; Benefits</b></p> <p>The position is offering a salary that ranges from £20k - £30K depending on experience. Working hours are 8:45am – 5:30pm but flexibility will be needed as you'd be working from home.</p> <p><b>Application Process</b></p> <p>Once we have received your CV you can expect to get a call or email within 1 week.</p> <p>Unfortunately, if you don't meet the minimum requirements for this position then you may not be contacted for this role. However, we would still love to discuss other opportunities suitable to your current skill set and experience and how we can assist you in your employment search. Give us a call for a confidential careers chat today!</p> <p><b>If this position has caught your eye and you're looking for more information or a chat to discuss it in more detail, then get in touch today!</b></p> <p style="text-align: right;"><b>Contact: Jenny Dines</b>  <a href="http://www.blockrecruit.co.uk">www.blockrecruit.co.uk</a>   020 3900 0401   <a href="mailto:jenny@blockrecruit.co.uk">jenny@blockrecruit.co.uk</a></p>
<p><b>Company website (optional):</b></p>	<p><a href="https://www.blockrecruit.co.uk/job/customer-support-home-based-south-east-kent-898.aspx">https://www.blockrecruit.co.uk/job/customer-support-home-based-south-east-kent-898.aspx</a></p>