



## **UNBANKING AGENT (CUSTOMER SERVICE ROLE)**

### **WE ARE LOOKING FOR THE RIGHT SORT OF PEOPLE, THIS MIGHT BE FOR YOU...**

Are you a 'people person'? Do you get a buzz from working hard to deliver excellent customer service? Would you like to make a big difference in a smaller company that is going places? Are you the sort of person who thrives on being treated as an individual and working in a fun, vibrant and challenging environment? If so, please read on...

### **SUMMARY**

U is not a bank, although we do offer our customers a digital current account. As you may have gathered already, this is not a conventional business. We are trying to break the mould, and your role as an Unbanking Agent will reflect that.

We are looking for people who want to join us on our journey and contribute to it...

### **ABOUT THE ROLE**

The role is particularly suitable for someone who would enjoy having a bigger impact in a smaller, faster-paced, less traditional financial services company. The right skills and behaviours – and the ability to fit into U's informal but professional working environment – are equally important.

As an Unbanking Agent, you will join our small team and help manage the customer experience through email, Live chat and social media - to help customers get the most out of their U Account. Our agents offer great service, first time every time, making sure throughout that our customers always come first and they remain happy.

We want people who can help us to keep improving, and challenging the that's-how-it's-done culture.

### **KEY RESPONSIBILITIES**

- Respond to our customers as part of our Unbanking Team
- Assist in the design of a new community approach to engaging with customers and prospective customers
- To enhance U's reputation as a forward thinking, caring organisation
- Capture and record correct and concise information in our CRM system
- Being willing to take on the unknown, hold a conversation with the customer and pay attention to detail rather than relying on a script
- Ensure Treating Customers Fairly principles are maintained
- Provide great service, first time every time across all our contact channels. This includes but is not limited to:
  1. Social Media (Facebook and Twitter)
  2. Live chat
  3. Email and Secure Messaging
  4. Telephone

## **ESSENTIAL**

- Customer service experience
- A keen desire to deliver excellent service; enjoys taking ownership in helping customers
- Bright, energetic and highly self-motivated with an open and friendly communication style
- Firm but fair in the handling of more difficult interactions, recognising potential risk to our business or reputation
- Excellent written communication skills
- IT literate with strong attention to detail
- Strong time keeping and organisational skills
- Resilient and able to work under pressure
- Team player

## **DESIRABLE**

- Experience of working in financial services
- Enjoys digital interactions with customers
- Experience working in a multi-supplier environment
- Understanding of cards and payment processes

## **JOB DETAILS**

- Full time, with Saturdays and Sundays on a rota basis
- Shift patterns between 8am and 8pm
- Some flexibility required
- Eligible for our bonus scheme, with the potential to earn 10% of salary pa
- State-of-the-art office located in the heart of Sheffield
- Training will be provided

## **BENEFITS**

- Up to 10% Annual Bonus
- Childcare Vouchers
- Cycle to work scheme
- Workplace Pension
- 20 days annual leave, increasing by 1 day a year to 25 days.
- Flexible start and finish times