



Customer Service Advisor

We have an exciting opportunity to join our team as a Customer Service Advisor. You will be a key part of a small team delivering an exceptional service to our customers and also act as an assistant to our Head of Customer Service.

The company

We provide hospital work experience placements abroad for students aged 16 – 17 who want to study medicine. Our placements give students a first-hand insight into a career in medicine which allows them to make better-informed decisions about their future career paths, as well as providing a valuable learning platform to help them prepare for university applications and interviews.

Our placements are residential and provide an amazing social experience, with many of our students telling us they are still in touch with friends they met through Gap Medics years later.

But don't just take our word for it, you can have a look at what our students say about us here:
<https://uk.trustpilot.com/review/www.gapmedics.com>

The role

Our goal is for every customer to have the best time of their lives whilst on a Gap Medics placement. As a Customer Service Advisor, you will play a key part in delivering on that as you will often be the first point of contact for our customers. You therefore need to have a passion and a natural flair for customer service and to really care about giving our students an outstanding experience.

Some of your specific responsibilities will be:

- Answering calls and dealing with student requests via phone, email and live chat;
- Contacting students to finalise arrangements for their trip;
- Dealing with enquiries from prospective students and helping them to sign-up for a placement;
- Ad-hoc administration work and updating of our internal CRM;
- General support to the Head of Customer Service, including acting as the deputy when necessary.

We are keen for you to develop and participate in projects and initiatives across the business so that you become a valuable, multi-skilled member of the team. Come into work each day with a can do attitude and you will reap the rewards.

What we're looking for

Working in Customer Service can be challenging, which is why we're looking for someone who is resilient, flexible, determined to succeed and passionate about ensuring that our goals are achieved together.

You will also certainly:

- Enjoy talking to our customers and want to be part of a life changing experience for them;
- Be highly organised with good attention to detail and accurate written English;
- Have an excellent telephone manner with a friendly and confident attitude;
- Be able to take a common sense approach to solving problems.

Why you should apply for this position

- Be part of an experienced global team
- Not your typical Customer Service job in Newcastle! You'll be dealing with fantastic students around the world who are super excited about our product
- Career progression including overseas based positions

Salary £20,000 p.a.

Hours: 37.5 hours per week. Shifts are either 9am – 5.30pm or 12pm – 8.30pm. One Saturday per month with a day off in lieu during the week.

Start date: On or before 25th March

Questions?: For a confidential chat, please call our Head Office on 0191 6031111