



## **CUSTOMER SERVICES ASSISTANT**

**Full Time Monday- Friday (8.40am – 5.00pm)**

**Plus Saturday mornings on a rota basis.**

Salary between £15,500 - £17,500 dependant on experience and qualifications

We are currently seeking to recruit a Customer Services Assistant to join our branch team to work between both our Head Office and Barwell branches. You will be required to provide an exceptional level of service to both our existing and new customers. As a member of our dedicated team you will be enthusiastic, customer service driven and passionate about building relationships. You will be able to establish individual requirements and deliver clear accurate information. Planning, organising and supporting the rest of the team along with developing your own potential within the role will be key.

### **The successful applicant will ideally:**

- Have strong communication and interpersonal skills along with accurate administrative capabilities
- Possess or be prepared to study Certificate in Retail Banking Conduct of Business (CERT RCB)
- Be numerate and PC literate ( Word / Excel / Email)
- Have an analytical approach and a keen eye for detail
- Possess GCSE Maths and English (Grade A-C or equivalent)
- Have the ability to develop customer relationships both face to face and over the telephone in order to establish and satisfy customers' needs and help them achieve their goals
- Understand and adhere to all relevant policies, procedures and compliance requirements
- Be able to maintain a detailed level of knowledge to be able to effectively handle a wide range of savings related enquiries

To obtain further details about this role and to apply please click the link below.

<https://www.ultimatebanking.co.uk/job/customer-service-assistant-east-midlands-leicestershire-871.aspx>