



Opportunities at Room 58

Company: Room 58

Title: Customer Experience Consultant

The Role:

Would you like to work for a world-class digital agency, delivering web solutions and market leading design on a global basis?

Are you passionate about delivering outstanding Customer Service for international clients?

We are looking for a self-motivated Customer Experience Consultant to join our team to help service our customers. This role will involve email, telephone and face to face interactions, whilst assisting our customers with the use of our technology. The role provides the potential to travel and offers the opportunity to work with some of the leading automotive brands around the world.

Key Skills

- **Client management:** establishing client relationships by understanding the needs of the customer and driving the work through the company.
- Maintaining excellent customer satisfaction.
- **Time management:** organised and efficient, able to manage time and prioritise effectively.
- **Strategic thinking:** input into the company business strategy and drive the implementation of the strategy within the department.
- **Communication and presentation skills:** strong communication skills appropriate at all levels.
- **Problem solving:** Plan for and anticipate risks, issues and problems across their accounts, and provide creative and commercial solutions. Able to understand and apply solutions to complex problems.
- **Collaboration and team work:** work with others from across the business to achieve business goals and maximise usage of online systems to ensure excellent lines of communication.
- **Results focus:** take decisive action to ensure the customer's and company's needs are met.
- **Knowledge and expertise:** good understanding of creative and online processes.



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Day to day tasks include, but not limited to;

- Responding to client queries and requests via phone, email or face to face communication
 - Ensuring our customers are fully trained on our software
 - Ensuring the office is presentable for clients at all times
 - Engaging with new clients and guiding them through the initial set up of their account with us
 - Work closely with the finance department to ensure that all billing is up to date
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About Room 58

We are a small, dynamic outfit, working with some of the biggest automotive brands around the globe, including Harley-Davidson, Jaguar Land Rover and VW Financial Services. We are looking for someone who is driven and self-motivated.

You'll need to be quick-thinking, responsive to change, and confident to suggest out-of-the-box solutions. We are a small team and therefore you need to be able to work with multiple teams as well as be responsive to management up to and including the CEO.

If you are looking to join a buzzy, enthusiastic company based in stunning offices in central Cheltenham, then apply today by sending over your CV to Emily.bevan@room58.com.