



Role	Customer Services Assistant
Reporting to	Head of Client Services
Hours	Full time, permanent, flexible
	£22,000 - £24,000 plus benefits

### **Customer Services Assistant with Loyalty Works**

With several new client wins, we are recruiting for a Customer Services Assistant to join our Loyalty Works family!

Loyalty Works is a leading bespoke incentive scheme provider, we help our clients to increase brand loyalty and customer engagement with our rewards programs. This is a great chance with lots of opportunity to help provide further development to a company which has shown excellent rates of growth over the past few years!

As our Customer Services Assistant, you will support Account Managers with our key accounts in addition to being the client contact for some of our accounts. You will build relationships with all parties who are involved in our projects, from clients, colleagues to suppliers. This will be a fast-paced role which will provide lots of opportunity for learning and development. You will often be required to work independently - however, you will be part of a team comprising talented individuals with diverse expertise and experience.

#### **Main duties and responsibilities:**

- Support Account Managers with the end-to-end process of managing loyalty schemes, being the point of contact for customer queries and manage scheme registrations.
- Follow established processes to provide support in setting up and launching schemes, scheme management, website management, and managing telesales campaigns. Working with our Design team to develop scheme branding and collateral, and our Marketing team to deliver targeted monthly marketing campaigns inclusive of analytics, email, SMS campaigns and customer surveys.
- Provide general administrative support across the business where required. This includes supporting the wider team as well as Account Managers, general office duties of keeping stationery and kitchen items stocked and arranging office events such as Christmas parties.
- Full training will be provided!

#### **Qualities, skills and experience:**

- A team player with the ability to communicate to all members of the team and across departments.
- Natural flair for providing excellent customer service.
- Comfortable in communicating and building relationships at all levels.
- Possess the ability to rise to the challenge of working in a busy, fast-paced environment, dealing with multiple tasks and deadlines on a daily/ weekly basis.
- Competent with IT packages and be able to learn in house systems.
- Organisation skills and attention to detail are a must!
- A positive can do attitude.



**Who we're looking for!**

Our Loyalty Family is a close-knit community dedicated to providing our clients with a seamless service to help them to meet their goals and objectives.

We all work closely together to create bespoke schemes that exceed client expectations. We love that our vibrant team is made up of so many different personalities, but our company values sum up the kind of people we're looking for:

**Passion | Trust | Unity | Honesty | Commitment | Fun!**

These are the values that bring everyone at Loyalty together, making us a force to be reckoned with, and helping us to deliver the outstanding events we are recognised for.

We are a friendly bunch who work hard whilst having loads of fun along the way! Fancy finding out more?

Please email a copy of your CV and cover letter to [careers@theloyaltyworks.co.uk](mailto:careers@theloyaltyworks.co.uk)

**No agencies please.**