**Job Description**

We are looking for Customer Service Advisors to join our team at City Room Rentals.

The ideal candidate is someone with meticulous attention to details, and who is able to work independently on multiple projects at the same time. A positive ‘can do’ attitude is a must!

This role will be based in Stirling and is an ideal summer vacancy position, open to students during the summer university break and candidates looking for a temporary role (May- Sept) with the potential for extension and part time hours.

**About us**

City Room Rentals is a young and vibrant company operating a niche Booking Management and Advertising Company with a core focus of delivering specialist market consultancy to leading universities, property funds and investors.

City Room Rentals matches and connects students and universities from around the world to purpose-built student accommodation in the UK. Our commercial hotel division also provides partners with the expertise to utilise underused assets during vacant summer periods, through peak commercial leisure occupancies, to operate as hotels.

**Core project focus and requirements**

* A strong sales focused approach to the job role will be required – matching and connecting students to relevant properties, completing and closing sales
* Responsible for answering and returning telephone calls in a timely and polite manner
* Processing all guest payments and dealing with summer hotel reservations
* Morning and evening shift work
* Managing generic outlook email inboxes and responding to customer/client emails
* Effectively respond to all questions and requirements made via the company ticketing system, live chat, and telephone
* Ensure that support issues are responded to and resolved within the company service levels
* Effectively communicate with third party service providers for the efficient resolution of issues
* Communicate with all departments internally where appropriate, passing possible sales leads to business development for new sales opportunities
* Maintain accurate records on all issues raised and resolved for reporting purposes
* Maintain a detailed knowledge of all systems used within the company
* Carrying out various project works within fixed deadline dates set, such as competitor analysis and identifying new market opportunities
* Deal with any complaints quickly and professionally

**Knowledge / Experience**

* Strong sales background preferably (training and coaching support will be provided)
* Experience of the customer service industry preferred but not mandatory
* A great attitude to learning new skills
* Command of a second European language (both spoken and written) would be desirable but not essential
* Strong computer knowledge to pick up different software packages

**Key Skills**

* Excellent written and verbal communication skills
* Ability to meet deadlines and work under pressure
* Full knowledge of Microsoft Office products, in particular Word and Excel
* Weekend work may be required during busy periods

**What you’ll get**

* Competitive salary
* Holiday entitlement
* Great insight into business management and future jobs as you will be exposed to all aspects of business – from sales, customers, suppliers, accounts, and operations.
* Flexible work environment. We are anything but a corporate company and want our team to shine within a relaxed work environment! Based in the Digital Hub Codebase Stirling, the largest tech accelerator in Europe.

**Contract**

Temporary role (May – September) with the potential for extension and part time hours.