



Position: Customer Support Advisor

Location: Enterprise House, Stirling

Job Description:

City Room Rentals is a specialist 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.

Key Responsibilities:

- 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 managing all matters relating to our clients including students, universities and property funds
- Responsible for answering and returning telephone calls in a timely and polite manner
- Processing all guest payments and dealing with summer hotel reservations;
- General reception cover and morning and evening shift work;
- Managing generic outlook email inboxes and responding to clients emails the same day
- Responsible for the provision of support for all new and existing clients
- 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
- Actively support the Implementations Team in completing all required forms, documents and systems involved in the implementation process for new Clients
- Communicate with all departments internally where appropriate passing possible sales leads to Business Development for new sales opportunities
- Maintain accurate records within the Company Customer Relationship Management system 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 preferable, with training and coaching support
- The successful applicant will have excellent attention to detail
- Ability to use bespoke systems (although full training will be given)
- Experience of the customer service industry preferred but not mandatory.
- Command of a second European language (both spoken and written) would be desirable but not essential.
- This role requires strong team and relationship qualities. We are looking for friendly people who can build rapport with our guests and team. A friendly attitude combined with a strong work ethic, problem solving resilience, great reliability and time keeping, plus a passion for continual improvement.
- Strong word, excel and general computer knowledge to pick up different software packages;
- A great attitude to learning new skills.

Key Skills:

- Excellent command of English, both spoken and written
- Ability to work to deadlines and sales targets
- Full knowledge of Microsoft Office products, in particular Word and Excel
- Weekend work will be required during busy periods

This role will suit someone who has meticulous attention to detail, is able to work independently on multiple projects at the same time and has a 'can do' attitude.

What you'll get:

- Competitive salary
- Holiday entitlement
- Career development and training
- Working with us you will be exposed to all aspects of business from sales, customers, suppliers, accounts and operations. This will give successful candidates a great insight into business management and future jobs.