

Operations Co-Ordinator – Giganet

Fareham, Hampshire

About Us

We're M12 Solutions, an award-winning provider of business phone systems and telecommunications solutions. We're the parent company of two fantastic brands: Giganet and Comm21. Giganet offers premium Internet connectivity across the UK and Comm21 delivers white label telecoms provision and support.

We are looking for an Operations Co-Ordinator to join our Internet brand, Giganet. In the role, you will help to deliver a fantastic service to our customers. You will need to have great attention to detail and pride in delivering full-fibre connectivity solutions to meet our business and residential customers' expectations.

The Benefits

- Competitive salary
- 3% contributory pension
- Annual company birthday away day
- Christmas meal
- 22 days' holiday (rising to 25 with service) plus Bank Holidays

This is a brilliant opportunity to utilise your skills and develop with a fast-paced, growing business with a truly unique culture.

Once you join our team, you'll discover that we give our people the freedom and confidence to grow, complete control of their personal development and a vibrant work environment.

We've come a long way since our beginnings in 2003 and we celebrate our progress and the hard work of our employees with annual company trips. Previous trips have included a ski trip to Morzine and sailing on the Solent.

So, if you're looking to learn, grow and succeed with a business that will nurture your career and reward your achievements, we'd love to hear from you.

The Role

As an Operations Co-Ordinator, you'll help to deliver a fantastic service to our customers. This role will involve plenty of phone-based work, so a confident telephone manner is essential.

Joining our growing Sales & Customer Service Team, you will:

M12 Solutions' Brands:



Multiple Industry Awards:



- Review customer order documentation.
- Place and manage orders on our suppliers' Portals.
- Communicate with both customers and suppliers throughout the order journey.
- Raise and handle escalations where appropriate.
- Manage customer billing activities
- Liaise with Sales, Finance and Network Operations colleagues
- Work as a member of our vibrant team.

About You

To join us as an Operations Co-Ordinator you'll need:

- Strong Maths and English skills (GCSE level or above)
- To be adept as a user of typical business applications including Office 365
- A friendly, confident telephone manner
- Strong organisation and administrative skills are a must
- Previous customer service experience is essential

Ideally you will be keen to learn about connectivity and the communications industry. Previous customer service experience is a must and telecoms or connectivity knowledge would be an advantage.

M12 has many positive attributes to employment at our fast-growing firm and we have the highest client and staff retention statistics.

If you are interested in this role, please submit a cover letter and your CV to **kevin.allen@m12solutions.co.uk**.