



Job Title: Customer Service Advisor

Company Background:

Giganet are a small but award-winning Internet Service Provider based in Whiteley, Hampshire. M12 Solutions is Giganet's parent company. We partner with Openreach and CityFibre to offer Internet and voice services to homes and businesses nationwide.

The Role:

Our customer service team help our residential customers with online and telephone enquiries, orders, installations and ongoing first line support. We're looking to enhance this team to support our growth in consumer broadband in cities across the South. This gives you the chance to use and improve your existing customer service skills in an exciting, hi-tech area of special importance to the UK under the current work, school and leisure restrictions.

The role is office based in Whiteley with flexible home working, currently due to COVID-19, but planned to continue for the foreseeable future. We can be flexible on hours including part time and may agree non-standard working hours with you, including weekends. This is a fantastic opportunity to make a difference and develop your career within a fast paced, friendly, rapidly growing business with a fabulous culture.

You:

- are able to communicate clearly on the telephone and in writing;
- make customers feel special when they come to you for assistance;
- are flexible and willing to adapt to changing business needs on a monthly and weekly basis;
- take pride in the service you deliver and how it makes our customers feel;
- are an enthusiastic team player with the self-motivation to contribute whatever your work location;
- have a real advantage if you have any previous experience with an ISP, dealing with residential or business broadband and VoIP customers, but if you don't that's no problem.

Salary:

- £18-22,000 depending on experience.

We're proud to have won 'Best Company to Work For' in the CRN Sales & Marketing awards 2020. This is a great opportunity to join the team at an exciting time!

Please e-mail apply@giga.net.uk with your CV and a covering note explaining how you could make a difference at Giganet.