



## Customer Service Apprentice

An excellent opportunity has arisen for a Customer Services Apprentice to join the small, but growing team of their subsidiary company Space Connect, based in Mildenhall, Suffolk

### The Role

Working as part of the Customer Services team, the Apprentice will provide great service and support to Space Connect's customers, whether on calls or via email, live chat or instant message.

On the job training and support will be given to achieve the **Level 2 Customer Service Practitioner Apprenticeship** [Customer service practitioner / Institute for Apprenticeships and Technical Education](#)

- 37.5 hours per week Monday-Friday

### Role responsibilities:

- Prioritise and process customer requests submitted by telephone, email, live chat or instant message
- Investigate and resolve customer issues patiently and in a timely manner
- Maintain thorough and accurate customer service records
- Keep financial and other data secure, processing in accordance with company policy
- Maximise technology and system functionality to deliver improvements in customer care
- When time permits, this role will additionally support on the company's social media marketing activities

### About You

- Be passionate about Customer Services
- Have strong attention to detail.
- Be proactive and use own initiative
- Relishes connecting with people
- Is motivated to resolve queries and problems
- Is friendly, patient and instinctively communicates well with key stakeholders
- Uses active listening skills
- Has good administration skills and attention to detail

In return, we will support you to unlock your potential and you'll receive full support for your studies in order for you to complete your Apprenticeship program.

## **Our Culture and Company**

Part of SmartSpace Software Plc, Space Connect is a software technology company operating in the workspace management environment. The company offers a cloud-based platform offering room booking, desk booking, visitor management, catering and workplace analytics. The business has technology in the areas of facial recognition, AI and analytics, along with allowing for the rapid deployment and configuration of tools to be used by customers and partners.

## **Reward**

- Starting at £5.00 per hour.
- 23 days holiday per year (+ Bank Holidays)
- Free Parking
- Free tea and coffee