



The Bloc
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Customer Service Representative

Working hours will be 37 hours per week, this includes some evening and weekend on a rota basis.

Location: Altrincham

Job description

PayBreak Ltd offers a range of specialist Consumer Retail Finance solutions to retailers. As we continue to rapidly expand, we are seeking an ambitious and enthusiastic Customer Service Representative to join our operations team.

Reporting to the Customer Service Manager, your responsibilities will include:

- Being a primary point of contact for customer enquiries, both by email and telephone
- Performing customer account management tasks using an online system
- Supporting the collections manager with the management and recovery of debt (via telephone and email)
- Handling and resolving payment queries
- Undertaking customer care calls
- Collating information and producing reports

Desired Skills and Experience

You'll need to adopt a friendly, helpful and committed approach to every customer. Whilst a background of working in the financial services sector and customer-focused roles are preferable, they are not essential, as full training will be given.

Applicants must be capable of demonstrating:

- Good communication skills, both written & verbal
- Good attention to detail and quality
- Flexible attitude towards change
- Positive attitude and strong desire to meet customers' demands
- Ability to make decisions and solve problems

About this company

afforditNOW Finance is the brand name for PayBreak Ltd, an independently funded and fully regulated finance company that specialises in offering financing alternatives for online retailers and their shoppers. Operating and abiding by the Consumer Credit Trade Associations strict code of practice for lenders. PayBreak promotes responsible lending.

PayBreak is changing the way retailers offer finance to their customers. Through its product, afforditNOW, retailers can offer their shoppers a flexible and affordable finance option that suits them best.

www.afforditnow.com