Sapphire

The operations partner for recruitment businesses

Customer Experience Executive – Sapphire

At Sapphire, we believe work should be more than just a job. We're a growing, employee-owned business where people are encouraged to get involved, have their say and share in our success.

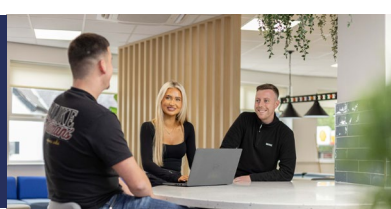
We work hard, support each other and like to have a bit of fun along the way. From regular team get-togethers and incentive trips to our games room and bar, we've created a workplace where people can enjoy coming to work, build great relationships and develop their careers.

Being employee-owned also means that when Sapphire does well, our people can share in that success. It's one of the things that makes working here a little different.

We're always looking for great people to join the team.

Take a look at what you could be part of…

Sapphire, Bramhall House, 14 Ack Lane East,
Bramhall, Stockport, SK7 2BY
wearesapphire.co.uk



Sapphire

Role title	Customer Experience Executive
Hour of work	Thursday, Friday. Potentially Monday 16-24 hours per week.
Salary	£26,000 Pro rata
The Person	• To represent the business as a frontline Sapphire ambassador and first point of contact, a team player with a can-do attitude. • To deliver a world class customer experience to all Sapphire employees, contractors, partners and third parties without exception • To act with honesty and integrity when delivering service support whilst exhibiting the core Sapphire behaviours and values • To work individually and collectively towards Sapphires core objectives, team goals, SLA's and KPI's whilst displaying a can-do attitude and positive mindset • Having strong interpersonal and communication skills the ideal candidate should be proficient in both oral and written communication skills and have a good understanding of basic IT processes and the use of desk top applications. • The role suits a driven individual that is patient, empathetic and can build rapport the role is focused around providing solutions, advice and support to our ever-growing contractor populations.
Why Sapphire?	• We are a 100% employee-owned company. • Placed as a world class 3 star Best Company to work for. • You'll get a minimum of 34 days holiday (rising with service), including your birthday off. • We host monthly team get-togethers. • Electric Vehicle salary sacrifice scheme. • We have a range of company incentive targets. • We host annual incentive trips -previously Las Vegas, Barcelona, New York and more. • Clear career progression 60% of senior managers have progressed from entry level roles. • We work in a brand new office with a games room, bar and flexible working space. • We provide fresh fruit. • All employees have access to an employee healthcare membership. • Clear career progression 60% of senior managers have progressed from entry level roles. • We work in a brand new office with a games room, bar and flexible working space. • We provide fresh fruit and smoothies. • All employees have access to an employee healthcare membership.

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Main areas of responsibility	
Vacancy description	Working as part of a dynamic team the role of Customer Experience Executive is a fast paced and rewarding position that gives the individual the opportunity to make a genuine difference to the Sapphire customer and client base. Delivering a service for our customers with passion, commitment and resilience whilst displaying the fundamental customer service principals in a courteous and professional manner is a minimum requirement for this role. Being able to work under pressure either individually or as part of a team the role suits itself to an outgoing person who relishes the opportunity to build amazing customer relationships, solve problems and handle the more complex queries whilst remaining calm and professional in a fast-paced customer service setting.
Principle Responsibilities	• Managing all communication lines - whatsapp, emails and calls and online presence - Trustpilots and Google Reviews • Completing HR related enquiries - confirming employment status to HMRC and completing references • Processing the end of contract journey - pension and holiday pay refund before P45ing • Educating and enlightening queries relating to payments, expenses and payslips • Facilitating financial success by providing access to pensions and employee benefits portal • Gathering all information relating to statutory claims to provide to Payroll for assessment • Providing access to Timesheet Portal enabling smooth invoicing and timely payments • Addressing complaints and insurance claims - from receiving feedback to tribunal level escalation
Recruitment process	There will be a 2 hour face-to-face interview process, preceded by a 15 minute Teams interview: 1. Numeracy exercise (15 mins) 2. Q&A (45 mins) A personality profiling questionnaire may be conducted on successful candidates at the end of the Q&A's