



Customer Service Associate

Reporting to: Head of Solution

Collaborating with: Working across all teams but predominantly for Customer Experience

Hours: Full time role

Salary: £22,000 – £24,000, depending on experience

Holidays: 25 days plus bank holidays

Further benefits: EMI Scheme; Healthcare Scheme

Location: Our offices are in Bath with hybrid remote working

Other: Applicants must be eligible to work in the UK

Who we are

We specialise in behavioural profiling and sit within the psychometric profiling industry. Around ten years ago we saw the need for a new product in the market, combining the latest technologies with our own unique IP. We created a new tool, C-me Colour Profiling.

We are based in Bath, UK, with a core team of 15 and an international network of associates who work with us to deliver our services.

Our core business focuses on helping our clients develop high performance and emotional intelligence in their people, their teams and their organisations. Our ethos is that this emerges out of a better understanding of ourselves and others, and our tools and services promote this. We are passionate about our own company culture being an example of what we teach and as such value a collaborative approach and shared success.

We have five core values as a company which we seek to embody within our team and in our service to our clients:

- **Generosity** – C-me shares their time, knowledge, experience and services to enable and empower others towards success.
- **Respect** – C-me celebrates and values diversity, creating mutually beneficial, lasting relationships that are built on trust. C-me believes in recognising and honouring the value of all its stakeholders.
- **Action Oriented** – C-me is a dynamic organisation, responsive to a changing environment and leading the way in innovation.
- **Community** – C-me believes in a collaborative approach, inviting others to build with us, sharing ideas and resources.
- **Excellence** – C-me is committed to constantly reviewing, learning and evolving in its pursuit of excellence.

Job Description

As part of our growth strategy, C-me is looking for a Customer Service Associate to complement both the Sales and Customer Service teams. They will work closely with the Customer Experience Manager and the Strategic Account Manager.

This is a great opportunity, with the potential for growth and advancement for anyone wanting to be an integral part of a dynamic, innovative company as we revolutionise our business as we transition to a SaaS model.



Experience is preferred but not essential. We provide a creative and innovative start-up atmosphere that encourages all team members to come up with new ways of achieving specific goals whilst celebrating each individual's value and contribution to the company's success.

We are looking for someone who:

- Genuinely cares and is passionate about customer success alongside being committed to delivering exceptional levels of customer service
- Actively listens to the customer, demonstrating empathy and a willingness to understand
- Possesses excellent communication skills and the ability to articulate clearly and succinctly
- Demonstrates critical thinking and creativity in problem solving
- Is highly responsive and able to flex and adapt where needed
- Has the ability to multitask effectively while prioritising and focusing on key tasks
- Is well organised and process oriented
- Enjoys the team environment but is self-motivated and able to work well using their own initiative
- Possesses a willingness to learn and isn't afraid to ask questions or seek help where there are knowledge or skills gaps
- Is comfortable and not intimidated by technology and adapting to changing software and systems, requiring new skills
- Is committed to self-development and continuous improvement to keep abreast of product and market changes

This is likely to be an evolving role so adaptability and learning in situ will be key.

You are likely to spend your time:

- Using a variety of channels to provide a timely response to all incoming inquiries, such as email, phone, chatbot, and social media, adhering to service level agreement goals
- Mastering the use of HubSpot helpdesk software to create, escalate and resolve tickets
- Triaging customer requests, escalating where needed to the most appropriate team member
- Using Jira to report technical issues, flag recurring system issues and ticket bugs
- Spotting trends in reported issues to feed back to product and technical teams, informing feature improvement and knowledge base content
- Maximising HubSpot use, including updating records with most relevant account information for Sales and Marketing Team
- Liaising where needed with finance and sales team to ensure efficient processing of orders
- Guiding customers through the onboarding process and providing assistance with platform functionality
- Processing customer C-me card orders accurately and efficiently
- Assisting with survey production and data gathering to obtain valuable qualitative feedback on customer experience
- Updating digital content in line with evolving product and service changes
- Maintaining accurate records of customer interactions
- Involvement in team meetings and annual planning cycle
- Providing administrative support to Exec and Board, where needed
- Purchasing and ordering to maintain office stocks
- Day to day office administration to ensure team are adequately resourced



The interview process

Please apply with your CV and a cover letter. As part of the selection procedure, we will ask you to complete our C-me Profiling Questionnaire.

The next step will be a 1st stage telephone interview, going over your CV and giving you a chance to add any further detail. Shortlisted candidates will be asked to complete a short task and then attend a face to face final stage interview at our offices.

Please note that we are accepting applications on a rolling basis and will close the position once we have received a sufficient number of qualified candidates. We encourage early applications to ensure consideration.