

Customer Service Advisor

You'll be the face of West Brom Building Society in one of our branches. Most of the time you'll work with our customers face-to-face, but our customers can contact us in other ways too. No day in a branch is ever the same, but some of the things you'll do regularly is process customer transaction, update their accounts and talk about our products and services to help our customers build the financial life they want.



West Brom
Building Society

Making a You-Shaped Career

Customer Service Advisor

Key Responsibilities

- Handling queries with confidence whether it's about our products, services, or anything else customers need.
- Working on customers' accounts with care.
- Behind the scenes tasks like completing application forms, collating cheques or counting cash.
- Staying up to date on all our products and services so you're always ready to share your knowledge and support with our customers.
- Keeping things safe and sound in branch, especially when we're opening and closing for the day.
- Supporting our local branches and embedding deep roots in our local communities.

Key skills and experience

- Someone who shows up every day with a positive, helpful, and supportive attitude and makes a **heartfelt** impression on our customers.
- Someone with an **infectious team spirit** who's ready to collaborate and share ideas.
- A **customer centric** person who holds a genuine interest in customers and their needs.
- A calm, **clear, and confident communicator** who can get their point across, as well as making other people feel heard.
- **Empathy**, we want you to put yourself in others' shoes. You'll need to listen, understand, and offer support to all our customers, as well as your colleagues.
- **Flexibility**, they'll be times when we'll need you to step up to help your team and other teams, especially during our busy times.
- **Tech-savvy** – you'll need to be able to use a computer and work your way around our systems once we've shown you the ropes.
- Previous experience delivering **great customer service**.
- A curious mindset, you'll be ready to **learn and grow**, open to challenges and developing new skills.

Making a You- Shaped Career

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Our values

We take pride in our values and behaviours as they shape how we behave and treat our customers and colleagues every day.

- Be Passionate – make a difference
- Care – do the right thing
- Be Real – authentic & transparent
- Do it Today – be resourceful & work efficiently
- Own It – take responsibility
- Better Together – Collaborate