



## Member Services Agent

**Job description:** Joining goHenry at a vital stage in their growth, this is an exciting opportunity to help build an excellent Member Services Team and continue our goal of providing the very best in service to our members, both in the UK and internationally. Your role will primarily be to provide a consistent, friendly, knowledgeable and over-all efficient customer service experience to both the parents and children holding goHenry accounts. Our Member Services Team is here for our members 8am – 8pm, 7 days per week and so we have some great evening & weekend shifts to suit A Level or university students wishing to earn some money whilst they study.

**Duties & Responsibilities to include, but not limited to: -**

- Using goHenry systems to answer email, phone & Live Chat queries
- Prompt attention to queries and comments made via social media
- Answering general technical queries about the goHenry website and mobile app
- Answering queries regarding customer statements and financial activity
- Providing a friendly, helpful advice to both parent and child account holders
- Administrative tasks (monitoring risk alerts, one off tasks etc.)
- Support Member Services Management
- Customer call backs
- Responding to Social Media contacts in Facebook & Twitter & Instagram

**Requirements - Skills required:**

- Happy working in a busy, team environment
- Strong written and verbal skills
- Ability to work independently
- Ability to be flexible in a role
- Ability to be flexible with hours
- Excellent organisational skills
- Excellent phone manner essential
- Good technical skills – happy to learn new systems
- Working knowledge of Excel & Word.

**Salary & Benefits**

- £17,500 per annum – full time pro rata for part time hours

- Pension provision

- Perkbox
- Birthday lie in
- Company social events

To apply please send your CV to [working@gohenry.co.uk](mailto:working@gohenry.co.uk)