

We are looking for a

# Customer Care Call Executive (Outbound) – Estate Agency

**Location:** Milton Keynes    **Reporting to:** Outbound Team Leader

## The role

An exciting opportunity has emerged to join our Outbound training team, offering valuable training and insights to our highest spending Optimiser customers, helping make the most of their Rightmove package.

You will work very closely alongside our Account Management team and a variety of other internal teams at Rightmove to find new ways of genuinely helping everyone you speak to, ensuring they leave the call seeing additional value from their Rightmove membership.

There are regular How's it Goings, and the opportunity to attend workshops and wider company events. 96% of our employees agree that Rightmove is a great place to work, and we look for people that actively contribute to the great environment that we have.

## A typical week as a Customer Care Call Executive might involve

- To deliver valuable training to our Estate Agency customers, helping them to maximise the value of our service through a variety of platforms including outbound phone calls, conference calls and screen sharing
- Building close working relationships with Telephone & Field Based Account Managers, and other internal teams to ensure a smooth and collaborative experience for our Optimiser customers
- Offering the customer a personalised go live service and working alongside the Account Manager and Design Studio to ensure success for that company.
- Offer guidance and assistance to our customers where they need our help in other areas of their service
- Demonstrate a high level of knowledge regarding our products, systems and services
- Take responsibility of the customer's needs and guide them to the best solution, including other internal teams
- Consistently create an instant positive impact and build great rapport with our customers
- Undertake ad-hoc project work for various areas of Rightmove
- Feeding back key learning to key stakeholders within Rightmove
- Challenging ideas and theories to ensure we deliver the best possible service to our customers
- Follow up with our customer's to encourage ongoing engagement with our services

## We're looking for someone who

- Confident and engaging phone manner
- Highly organised and able to balance a challenging workload
- Strong listening skills
- Able to demonstrate empathy
- Excellent attention to detail and accuracy
- The ability to explain our detailed reporting simply to customers
- Target driven, you're always looking to exceed your performance expectations
- Striking the right balance between volume of calls and quality
- Putting the customer's experience at the heart of everything you do
- Must be confident in using a PC, particularly competent in Word, Excel, Powerpoint and company systems
- You get a real kick out of wowing our customers

Ultimately, we care much more about the person you are, how you think and approach things, than a list of qualifications and buzzwords on a CV. Even if you can't say 'yes' to all of the above, but are smart, self-motivated and passionate about delivering a great experience then get in touch.

## What do our team say about working here?

*'Rightmove is all about the people! Everyone tries to go above and beyond for customers whilst having the freedom to develop and thrive in a positive environment. I LOVE IT!'*

*'Career opportunities and development are always available if you want them to be.'*

*'A relaxed, sociable environment as well as everyone being passionate about what they do. All the departments interact and nobody is ever scared to ask a question.'*

## About us

We are on a mission to 'help people make the right move', we launched in 2000 with a will to make home-hunting happy, by showing all property in just one place.

A great success story, we're now the biggest home-grown web brand in the UK our traffic levels surpassed only by Facebook, Google, YouTube, eBay and Amazon.

Despite this success, we remain a down-to-earth bunch. To join us in our mission, we look to recruit people who share the same values and beliefs as we've always had, because Rightmove is people. We call it the secret to our success and why staying 10 years or longer, reaching 'gnome status', is simply the Rightmove way.

We encourage and support all Rightmovers to continuously develop themselves. Together we work towards the best outcome, both in terms of our technical solutions and continued business growth. We are always on the lookout for the great new people to join our team. If you are a smart and passionate initiative-taker then get in touch. You could be part of the next chapter of the Rightmove story! Will you be 'Gnomed?'

## Did you know?

- Rightmove was meant to be called 'Doorknob.' But it didn't quite have the same ring to it
- There have been eight weddings between Rightmove colleagues over the past 16 years
- We still have employee #1 working at Rightmove
- We currently have 52 gnomes on our gnome tree