

Customer Support Advisor (Telecommunications)

Kick-Start your career in Tech Support with Communications Plus!

Looking for your first step into the world of technology? Join a busy, supportive team where you'll receive full training, learn from experienced colleagues and build a rewarding career helping businesses across the UK stay connected.

Communications Plus is a trusted and valued provider of telecommunications solutions to businesses across the UK. From our HQ in Rainford Merseyside, and our office in Sunderland, we offer business mobile deals and sim only, ultrafast fibre, leased line broadband solutions and VoIP phone systems together with our award-winning support.

The Opportunity-

This isn't just another office job. You'll become the go-to person helping business customers with their mobile phones, broadband, connectivity and telecom solutions. From solving problems and answering queries to setting up new mobile connections and supporting network migrations, no two days are the same. You'll receive full training from experienced colleagues and quickly build valuable technical and customer service skills that will set you up for a successful career in tech. If you're curious, enjoy solving problems and love helping people, we'll give you everything you need to succeed.

What You'll Be Doing-

- Supporting business customers by phone and email
- Helping customers with mobile, connectivity and telecom queries
- Processing new mobile connections, upgrades and device orders
- Managing number transfers (porting) and network migrations
- Keeping customer records accurate and up to date
- Learning about the UK's major mobile networks and business technology solutions
- Working closely with a friendly, supportive team to deliver outstanding customer service

We're Looking For Someone Who Is...

- Friendly, approachable and enjoys helping people
- Experience of using Microsoft packages, including outlook, word and excel
- Passionate about technology and keen to learn
- A great communicator with customers face to face or over the phone
- Organised and able to juggle multiple tasks
- Positive, motivated and eager to build a career
- A team player who enjoys working in a busy environment
- Interest in technology, for example mobiles, phone systems and IT networks (we'll provide full training).

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Why Join Communications Plus?

At Communications Plus, we believe that a great working environment helps people do their best work. You'll be based in our state of the art headquarters in Rainford, enjoying a collaborative office, the latest technology and beautiful countryside views, all while working alongside a friendly and supportive team.

- Competitive salary
- Full training from day one
- Career development opportunities
- 33 days holiday (including Bank Holidays)
- Workplace pension
- Life Assurance Scheme
- Employee Assistance Programme
- Free onsite parking
- Family & friends discounts
- Team socials and company events
- Dress Down Fridays
- Friendly, supportive working environment

Ready to Get Started?

If you're enthusiastic, eager to learn and excited about building a career in technology, we'd love to hear from you.

Apply today and start your journey with Communications Plus.

Please note: All offers of employment are subject to satisfactory pre-employment checks, including a DBS check.

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