

## Customer Service Representative

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**Location:** Croydon Office  
**Reports to:** Customer Service Manager

### Company Description

Mortgage Brain is the largest mortgage sourcing, CRM and financial support service provider in the UK, providing mortgage comparisons and end customer sourcing to lenders and brokers through its own web and desktop based platforms; Mortgage Brain provides intermediaries with a direct route to lender back office systems and latest mortgage terms.

### Role Description

We are looking for a dynamic and passionate individuals to join our team and drive exceptional customer service for the UK's market leading software provider to the Mortgage Intermediary market.

### Main Responsibilities

- Providing exceptional customer service via phone, email and live chat
- Showing ownership and accountability for offering solutions to help and benefit our customers
- Maintaining high service standards and continually improve the service to our customers
- Responding to customer complaints and escalating issues as necessary
- Actively seeking to improve processes and workflows.
- Working well within a dynamic team environment.
- Investigating and resolving issues whilst proactively seeking solutions

### Requirements

- Strong customer focus
- Excellent written and verbal communication skills
- Ability to balance workload and deal with multiple priorities
- Aptitude to work with a team in a changing environment
- Willingness to learn and knowledge share