

Job title: Customer Experience Consultant

Location: London or Cardiff / Hybrid Working

Contract type: Permanent

What is Sonovate

We are a lending and technology company with a clear vision: to be The Funding Platform for the Future of Work.

Our embedded payment solution empowers the new world of work. By offering flexible payments, it lets recruiters, consultants and labour marketplaces place contractors and freelancers to unlock their cashflow to capitalise on the opportunities that flexible working provides. This means our customers can draw funds as and when they need them to pay their workers while waiting for end clients to pay them on their own terms.

What we are looking for:

Sonovate are looking for an enthusiastic team player who is obsessed with delivering exceptional customer success and support. This is an exciting opportunity to join a fast-paced and high performing team dedicated to helping recruitment businesses scale with confidence. You'll be a key player in enhancing the Sonovate customer journey, where a brilliant customer experience fuels both reputation and growth- for us and our clients.

In this role you will:

- Champion client success and retention
- Provide exceptional service at every stage of our customer journey
- Manage a variety of service-related tasks across multiple Sonovate products
- Build strong, long-lasting client relationships through effective communication.

What Does Success Look Like in this Role?

- **Strong Organisational Skills:** You will have great organisational and time management skills with the ability to multi-task.
- **Excellent Communication:** You will communicate effectively across phone, email, our platform and ticketing systems.
- **Proactive Relationship Management:** You will provide first-class support to our customers through diligent and accurate management of all service elements of our products, in a timely manner.
- **Ownership and Accountability:** You will be the voice of Sonovate, dealing with inbound and outbound contacts on a wide range of scenarios, during which you will deliver timely and appropriate solutions and responses according to customer needs and objectives.

This is a KPI driven role where you will be rewarded directly based on the impact you have on service ticket resolution, active customer growth, customer satisfaction and proactive customer engagement.

Duties and Key Responsibilities:

- Gain expert level knowledge of our product and market
- Become an expert user of the Sonovate portal to guide and support clients
- Manage and prioritise multiple customer service queries via email, telephone and our online ticketing system
- Coordinate the reviews of credit applications
- Ensure the completion of checks for fraud protection are completed to a high standard and in a timely manner
- Review funding requests against set criteria in order to making funding decisions
- Deliver outstanding customer service by managing relationships to ensure clients are getting the best service for their business
- Display outstanding communication skills in all verbal and written communication with clients
- Identify and evaluate risks within the portfolio (including errors, fraud and inappropriate procedures) ensuring business controls are in place to minimise exposure to risk
- Ensure the completion of checks for fraud protection are completed to a high standard and in a timely manner
- Review funding requests against set criteria in order to making funding decisions

Experience

- Experience within a commercial environment is a bonus
- Degree in in a relatable subject I.e. Business, Finance, Economics
- Excellent communication skills (verbal and written)
- Experience of providing outstanding customer service

What will you get in return?

- 28 days holiday + bank holidays
- Private medical insurance with Bupa
- Employee Assistance Programme
- Techscheme with Apple and Currys PC World
- Cyclescheme
- Working with latest technologies and leading SaaS providers
- Eye care vouchers with Specsavers
- 50% discounted gym membership
- 50% off mobile apps (Calm, Duolingo, Audible, Les Mills)
- 2 days charity leave per year
- You'll work for a company that is passionate about personal development and a strong community focused culture

Sounds interesting?

If your answer is 'yes' then click apply to find out more!

If you require any reasonable adjustments to support you during the interview process, please let our Talent Acquisition Partner (Alex Morrell) know and we'd be happy to help!

We know that diverse teams are strong teams. We promote a diverse, inclusive and empowering culture and are committed to recruiting, retaining and developing all our employees Please note: All successful applicants who are offered a role at Sonovate will be required to pass background screening checks before starting with us. These checks will include National ID Checks, Right to Work, Employment References, Adverse Financial History, Criminal Record, Global Sanctions, Bankruptcy checks. Our Talent Acquisition team will be able to run you through these in detail at the early stage of your application.