



Full-time Customer Service Agent.

West Croydon.

£18,000 a year.

Do you enjoy working in a busy, fun and challenging environment where the emphasis is on delivering an outstanding customer experience? If so, we want to hear from you!

This role is a full time (40 hours a week) contract available on a 6 Month Fixed Term Contract. Our hours of work are Monday – Sunday between 15:00 – Midnight (alternate weekends)

What we do:

Pockit was founded by the Jatania family on the premise of democratising the web for underserved and underbanked consumers in the UK. There are 8 million households in the UK that earn between £10k-30k as a household and these families are strapped for cash and unable to access traditional banks services.

Pockit provides a pre-paid card that enables underserved, underbanked and cash consumers to manage and save their money. Pockit has partnered with PayPoint to provide 28,000 locations in the UK where users can top up their cards with cash and also allows their salaries, wages and benefits to be paid on to the card.

Pockit Culture:

We promote a passionate, fun, innovative and hard-working culture across the whole business. Our whole team is dedicated to make Pockit the World's most inclusive bank. While this means hard work, we make sure we have fun!

We are fast paced, flexible and get things done. We don't believe in autocratic leadership; this is a team game that everyone can contribute towards and we want people willing to take a chance and get involved across the business.

The role:

Our Contact Centre Agents are responsible for providing a high standard of customer satisfaction and service, ensuring that an efficient, courteous and professional manner is upheld at all times.

Ideal candidate:

A proactive person with a business, marketing or finance degree looking to gain new skills and with the long-term goal of working in the start-up industry.

Responsibilities:

- Handling enquiries over the telephone and in writing.
- Managing social media enquiries and online reviews.

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- Identifying and proactively seeking to resolve and support the needs of every customer and ensure that their service levels are met.
- Manually adjusting customer accounts.
- Troubleshooting customer issues.
- Liaising with other teams to ensure fast resolution of issues.

Experience/Knowledge& Skills:

- Previous experience of customer service work. (financial experience preferable)
- A can-do, positive attitude.
- Excellent listening skills
- Ability to work independently and part of a small team.
- Exceptional organisation skills.
- Exceptional attention to detail
- Exceptional communication skills.
- English to native standard.

Full training and support will be provided to successful applicants.

Please note that any offer is subject to reference and background checks.

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