

## Customer Service Advisor

<b>Reporting To:</b>	Project Manager
<b>Term:</b>	Full-time
<b>Package:</b>	Competitive Salary (dependant on experience) + Performance related pay
<b>Location:</b>	London (Wandsworth/ Kennington).

### About Q-Bot:

Q-Bot is a fast-growing robotics and AI company with bases in London, Wales and the northeast. We are working with social landlords and private owners across the UK. We use robots to install underfloor-insulation with a BASF polyurethane (PU) foam developed and certified for this application. The robot is inserted under the floor through an access hatch, surveys the void and condition of the floor, if suitable sprays an expanding insulation foam to the underside of the floor and finally records the install to verify the area and depth of insulation applied.

### The Role:

We are looking for someone enthusiastic and detail focussed to improve our customer journey and work closely with our fast-paced operational teams. As our Customer Service Advisor, you will be the first point of call for our customers, ensuring the smooth running of our services and providing essential support to our delivery team. You will need to have an excellent phone manner, be extremely organised, with high attention to detail. Strong communication and listening skills are essential for the role.

### Duties of the job:

Working closely with the Delivery Team and Project Manager to ensure consistent high-quality service and communication, including the following:

- Answering email and phone queries from customers.
- Booking surveys and installs for the Delivery team.
- Reviewing floor surveys and assist with the administration.
- Provide progress updates to housing associations and other clients.
- Supporting operational efficiency for the delivery team.

### Essential Requirements:

- Experience in a telephone-based customer facing role.
- Experience of scheduling in a fast-paced environment.
- Highly organised with an eye for detail.
- Skilled at prioritising work streams, time management, and multi-tasking.
- Proficient in the whole Microsoft Office package, with a particular strength in Excel.
- Excellent phone etiquette, with experience of warm calling customer desirable.
- Excellent written and verbal communication skills.
- Comfort in dealing with the general public.
- It is essential you are able to prioritise daily / weekly workloads and are particularly proactive to situations.

### Why you should work for us:

- Exciting and diverse workforce with a great team spirit - regular team and office socials.
- Dedicated to make a difference through improving sustainability.
- Flexible and hybrid working arrangements available.
- Company share options scheme.

- Electric Vehicle Scheme
- Cycle to work scheme
- Free office staples such as coffee, tea, filtered water and fresh fruit.
- The opportunity to work with Robots and exciting new technologies

**More About Q-Bot:**

Q-Bot Limited, was formed in 2012 by award winning architect Tom Lipinski and Professor Peter Childs from Imperial College London, with the goal of using robotics and AI to transform the construction industry. Q-Bot’s solutions enable the delivery of innovative new services for the inspection, maintenance and upgrade of buildings which empower workers, improve safety, are cost-effective, and efficient. Q-Bot is revolutionising the industry by connecting the built environment with robotics and AI, to rethink processes that have remained unchanged for hundreds of years. The company is backed by EMV Capital, multinational St. Gobain, EIS investment platform Wealth Club, and other investors.

Q-Bot has already brought to market a unique retrofit solution, using a robotic device to apply insulation under suspended floors of existing homes. The solution is cheaper, performs better, and has none of the disruption of more traditional methods. Through its work with local councils and housing authorities, for whom it is increasingly becoming the de facto standard, the Q-Bot solution has been proven to reduce fuel poverty by improving the energy efficiency of homes, whilst substantially reducing their carbon footprint - cementing the company’s strong ESG credentials. Q-Bot has also grown to work with private customers, to reduce household bills, and eliminate the discomfort caused by cold draughts coming up through floorboards. The solution is TrustMark certified and fully accredited by the BBA.

Q-Bot is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion, belief, sexual orientation, or age.

Please apply to: [future@q-bot.co](mailto:future@q-bot.co) with a covering letter, including salary expectations, and your CV.

