



Creating great homes together

What you take care of

Day to day management of a team within our busy CX Hub - making sure customers get the best experience at the right time, first time,
You put what our customers want at the centre of everything we do.
You ensure all customer contact is managed and responded to.
Providing training and support so your team can work at their best to meet the needs of our customers.

What you need to be successful

Great customer service and people management skills.
An ability to make quick decisions to fulfil customer need.
Able to spot trends and work out what to do about them.
Engaging communication style
Able to work with others to deliver team targets & projects

CX Senior Advisor

reporting to the CX Hub
Supervisor

What you are known for

Being passionate about customer experience and able to explain that to your team.
Prioritising and multi-tasking
Working at pace without compromising on quality
Cool under pressure - role modelling what great customer experience looks like.

What you can expect

A fast paced, adaptable and highly collaborative environment.
First class training & support to learn new skills that will set you apart.
Encouragement to try new approaches and new ways of getting things done.
Working with talented and ambitious colleagues
Being at the front end of a great customer experience.

Magna – where talented and ambitious people enjoy rewarding and fulfilling careers in an inspirational environment