



VACANCY

Customer Service Administrator

Liverpool | Full Time | 35.75 Hours per Week
Starting from £24,740

The Opportunity

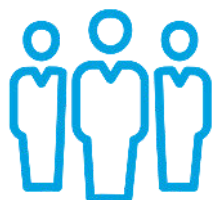
We're looking for a Customer Service Administrator to join our friendly and supportive Customer Service team.

As one of the first points of contact for our customers, you'll play an important role in creating positive experiences and helping people get the most from their Medicash membership. Whether you're answering questions, resolving queries or guiding customers through their options, you'll be there to provide support when it matters most. This is a great opportunity for someone who enjoys helping people, solving problems and delivering outstanding service every day.

Our Values

Everything we do at Medicash is guided by our values:

CUSTOMER FOCUSED



We put our customers at the heart of every decision.

DO WHAT'S RIGHT



We act with honesty, fairness and integrity.

OWN IT



We take responsibility and see things through.

ONE TEAM, ALWAYS IMPROVING



We work together and continuously look for ways to improve.

If these values resonate with you, we'd love to hear from you.

About Medicash

Medicash is the UK's leading provider of corporate health cash plans, supporting more than 700,000 people across the UK to take a positive approach to their health and wellbeing.

As a not-for-profit organisation, we're passionate about making a difference. We invest in our people, value wellbeing and create an environment where colleagues can develop, grow and build rewarding careers.



What You'll Be Doing

- Handling customer enquiries over the phone in a professional, friendly and helpful manner
- Taking ownership of customer queries and seeing them through to resolution
- Providing clear and accurate information about Medicash products and services
- Supporting customers with a range of account and membership enquiries
- Maintaining accurate customer records and updating internal systems
- Working closely with colleagues to ensure customers receive the best possible service
- Helping to create positive customer experiences and build trust in the Medicash brand

About You

We're looking for someone who:

- Has excellent communication and listening skills
- Enjoys helping customers and delivering great service
- Is confident, professional and approachable
- Has strong attention to detail and accuracy
- Can manage a variety of tasks in a busy environment
- Takes ownership and has a positive, problem-solving mindset
- Works well as part of a team

Previous customer service, contact centre or telephone-based experience would be beneficial, but most importantly we're looking for people who share our values and are passionate about helping others.

Why Join Medicash?

At Medicash, you'll be joining a team that genuinely cares about its customers and colleagues. We'll provide the training, support and development opportunities you need to succeed, while giving you the chance to make a real difference to people's everyday lives.

If you're looking for a role where you can build your skills, help others and be part of a values-led organisation, we'd love to hear from you.

Please apply by emailing humanresources@medicash.org with your CV and covering letter stating why you would be a great fit for the role.