



Henderson Now Hiring!

Customer Specialist – Care: (Job #90250327)

It's an exciting time at **Barclays**. We're driving change to be the digital leader in the market, which means our customer service teams are more important than ever. *As a Customer Specialist in our Care Department you'll help create exceptional customer experiences through actively listening and establishing rapport with our customers.*

What will you be doing?

- You will be receiving inbound phone calls from customers and service their needs effectively and efficiently.
- You will be listening actively and establishing rapport with our customers.
- You will be quickly understanding and analyzing customer needs while still adhering to compliance regulations and security policies.

What we're looking for:

- High School Diploma
- 1+ years of experience in customer service/call center experience.

Skills that will help you in the role:

- Ability to prove excellent performance and attendance record is preferred.
- Excellent oral communications skills (grammar, negotiation, positive tone, active listening, etiquette, empathy, confidence) and written skills (spelling, logical thought processes and sentence construction, appropriate word choice)
- Extremely customer-focused; positive with a professional attitude
- Intelligent, self-motivated, quick learner
- Pays strict attention to detail, understands importance of accuracy and responsiveness
- Strong PC and internet skills with very good organization and work prioritization skills
- Banking or credit card experiences a strong plus
- Sales experience is preferred for cross selling, up selling and down selling

Where will you be working?

On the Henderson campus, you'll find a full-service café; recreational rooms complete with snacks, ping-pong and foosball tables; plus, free parking. We pride ourselves on our inclusive culture focused on celebrating the diversity of all of our colleagues! The Henderson campus also offers plenty of opportunities to get involved and give back to our community.

Interested and want to know more about Barclays? Visit home.barclays/who-we-are/ for more details.

Our Values

Everything we do is shaped by the five values of Respect, Integrity, Service, Excellence and Stewardship. Our values inform the foundations of our relationships with customers and clients, but they also shape how we measure and reward the performance of our colleagues. Simply put, success is not just about what you achieve, but about how you achieve it.

Our Diversity

We aim to foster a culture where individuals of all backgrounds feel confident in bringing their whole selves to work, feel included and their talents are nurtured, empowering them to contribute fully to our vision and goals.

Our Benefits

Our customers are unique. The same goes for our colleagues. That's why at Barclays we offer a range of benefits, allowing every colleague to choose the best options for their personal circumstances. These include a competitive salary and pension, health care and all the tools, technology and support to help you become the very best you can be. We are proud of our dynamic working options for colleagues. If you have a need for flexibility, then please discuss this with us.

It is the policy of Barclays to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, creed, religion, national origin, alienage or citizenship status, age, sex, sexual orientation, gender identity or expression, marital or domestic/civil partnership status, disability, veteran status, genetic information, or any other basis protected by law.

Dynamic working gives everyone at Barclays the opportunity to integrate professional and personal lives, if you have a need for flexibility then please discuss this with the hiring manager.

Henderson Contacts:

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