



## **ABa Quality Monitoring Ltd**

### **Placement: Experience Crew**

#### **Our company:**

ABa Quality Monitoring Ltd is a specialist provider of Mystery Customer Services and customer experience measurement tools, working with a range of clients across Retail, Leisure and Financial Services. Some of our current clients include Jet2Holidays, Post Office, Well Pharmacy, Estee Lauder Group, Fortnum & Mason, Ambassador Theatre Group & HSBC.

Through the design and implementation of bespoke Customer Experience Measurement programmes, we offer our clients an in-depth understanding of their customer experience. Established in 1990, ABa is a friendly family run business, based in Heaton Mersey. Over the last 29 years, the business has grown almost entirely through referral, with its 'family' having grown to 45 employees.

#### **The vacancy: Experience Crew**

This role primarily comprises office-based activities and involves most of the day-to-day contact with our Mystery Customers. The Experience Crew provide essential day to day support to the Experience Champion/Director. The role itself is varied, with each Crew member delivering against individual programme requirements, with every member of our ABa 'family' developing their role to suit the changing needs of our business.

#### **Specific skills and qualifications**

First and foremost, the right candidate will be:

- Bright, warm, and an excellent communicator (both verbal and written).
- A team player

*They will also have:*

- An excellent work ethic, a can-do / pragmatic attitude and an enthusiasm to get the most of their placement by proactively developing their role within our business.
- Knowledge and competency with Microsoft Office

**Salary/Benefits:**

Up to 18K per annum

30 days holiday allowance (inc. bank holidays)

**Placement timings**

Start date: As early as possible in 2019

Duration: 12 months (potential to extend if interest on both sides)

**Application process**

Please send your CV and covering letter to [Danielle@aba.co.uk](mailto:Danielle@aba.co.uk).