



CUSTOMER SERVICE ANALYST

The Role

As a Customer Service Analyst, you'll be a key point of contact for both existing and prospective customers. Reporting to the Customer Service Manager, you'll play a vital role in resolving enquiries, advising stakeholders on best practice operational procedures, and maintaining the integrity of their accounts. You'll also contribute to system improvements and support the wider team in upholding their outstanding reputation for consistently delivering exceptional customer service.

Key Responsibilities

- Respond to functional customer enquiries via telephone, e-mail or face-to-face in a timely, accurate and professional manner.
- Research and resolve issues both independently and collaboratively — using available resources to resolve matters where possible and seeking guidance from the Customer Service Manager or experienced colleagues when you're unsure of the correct course of action.
- Review and verify customer account configurations as necessary, ensuring accuracy and rectifying if appropriate. Keep customers informed on progress of account requests and maintain all records accurately and appropriately for management statistics.
- Share knowledge and updates with team colleagues to support collective understanding and awareness of new and unusual queries and issues. Ensure appropriate colleagues in other teams are also informed of issues, where appropriate.
- Analyse messaging errors and conduct systematic housekeeping on Destin8 to improve data quality and customer experience.
- Recommend improvements to MCP products and systems based on customer feedback and undertake User Acceptance Testing (UAT).
- Deliver customer training and assist senior management in developing and delivering training and test packages.
- Support the Helpdesk team in upholding their outstanding reputation for consistently delivering exceptional customer service.

About You

You'll bring a combination of excellent people skills and analytical thinking to the role. You are:

- A confident communicator with strong written and verbal communication skills, able to convey information clearly and professionally.
- A conscientious critical thinker with strong problem-solving abilities, who takes ownership of their work and demonstrates initiative.
- A positive, enthusiastic team player who enjoys sharing knowledge and supporting others.
- Self-motivated and take pride in delivering high-quality work.
- Experience in the shipping industry is desirable, but not essential — full in-house training will be provided.

What We Offer

- A permanent, full-time position in a supportive and forward-thinking team.
- 25 days holiday plus bank holidays and your birthday.
- An excellent company pension scheme and a range of additional benefits.
- Opportunities for professional development and long-term career growth.
- Modern office facilities in a convenient Felixstowe location — with free on-site parking.

How to Apply

If you believe you have the relevant skills and enthusiasm for this role, please send your CV to:

Aimee Watson

Customer Service Manager

aimeewatson@mcplc.com

We'd love to hear from you.

