

## Internships – Customer Service, Caxton FX Swindon

Caxton FX, the award winning, travel card and foreign exchange company is looking for a number of hardworking and reliable interns to help the customer services team over the busy summer period.

The work will involve helping the customer services representatives in a variety of different ways - but by mainly taking on the administrative duties so that the advisors can deal with calls during peak periods. Those with the aptitude and interest will also be trained in the aspects of delivering a high standard of service delivery to our client base and will be able to support the team by answering phone calls during peak times.

Caxton FX is a multi-award winning foreign exchange company that has become an entrepreneurial success story. From launch our ethos has been to offer great customer service and great value for money. Our growth is testament to the fact that we have delivered on that vision from day one.

Caxton FX was founded in 2002. Since then, it has grown from one man and a phone to a business that turns over circa £1 billion. Our analysts are widely quoted in the UK press on currency issues and with over 200,000 clients Caxton FX has been defined as one of the 50 businesses leading Britain.

At the heart of our success is our people. Caxton FX is a people business and our successful growth has largely been a result of the outstanding relationships we have established with our growing base of customers.

The Caxton culture is open, honest, hardworking, professional and fun. With approximately 90 staff the company is going through an important growth phase which is focused on new product launches and geographical development.

Caxton FX operates a high level of service towards its customers - only those interested in learning this need apply.

### Key Outcomes

- Support the customer services representatives by fulfilling a number of key administrative duties
- Learn to communicate effectively over the phone by dealing with customers and learning to problem solve

### Working hours and environment

- 40 hours a week on a rota (will include some weekends)
- £8 an hour
- A friendly open plan environment in West Swindon
- Caxton FX would like a commitment of at least 4 weeks up to 12 weeks. This can start at any time from May 1st onwards.

The internship is based at Caxton FX's Swindon office based in West Swindon. The office is well served by local buses and offers car parking.

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