



## **CUSTOMER SERVICE TELEPHONE AGENTS - INBOUND**

**(FIXED TERM CONTRACTS TO 31 JANUARY 2021)**

We are recruiting Customer Service Agents to join the team at our premises in Dunoon (Sandbank Industrial Estate) for a seasonal campaign running until January 2021.

### **Job Role:**

Handling calls for a retail client with exceptional standards of customer service. The information from calls, which will mainly be product orders and enquires relating to orders, should be accurately recorded on the computer systems, following the correct processes and procedures. Training for product knowledge and processes will be given.

### **Key Responsibilities and Accountabilities**

- Ensure telephone scripts are followed accurately and consistently produce high standards of call answering.
- Ensure the quality of call answering meets company standards including pace, tone and overall quality of the telephone call.
- Have a good knowledge (acquired from training) of the clients products and processes to offer sound advice to their customers
- To data capture accurately all details from calls into the specific database or directly onto the client's websites.
- To ensure that all orders / records are processed promptly and within set time frames.
- To be working towards set goals regarding number of calls answered and length of call.

### **The person:**

- Must have a "can do" positive attitude with a pleasant telephone manner
- Be a team player
- Have a strong working knowledge of computers with good typing, numeracy and literacy skills
- A basic knowledge of website/online ordering would be advantageous
- Must be over 18 because alcohol products are included in orders

### **Pay & Hours:**

Pay matches National Minimum Wage and/or National Living Wage depending on age.

The service centre in Dunoon is open 8.00am to 9.00pm Monday to Friday and 9.00am to 6.00pm Saturday and Sundays. We are able to offer a wide variety of shift patterns based on your availability.

Currently we have Monday to Friday 9 to 5 and Evening and Weekend positions available due to a rise in demand. Please feel free to make contact to discuss hours if you are not sure if your availability is suitable.

**To apply**, please email your CV to [recruitment@cxservicesltd.com](mailto:recruitment@cxservicesltd.com). Queries regarding hours can be sent to the same address.

Please see our website for our recruitment privacy statement and more information on the company at [www.cxservicesltd.com](http://www.cxservicesltd.com)

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