



CUSTOMER SERVICE TELEPHONE AGENTS - INBOUND

(FIXED TERM CONTRACTS TO JANUARY 2027)

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 2027.

Job Role:

Handling calls for retail clients with exceptional standards of customer service. The information from calls, which will mainly be product orders and enquiries 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
- Reliable and 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
- Applicants should be 16 years of age or older

Pay & Hours:

Pay matches Real Living Wage of £13.45 per hour regardless of 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.

Hours of Work - Various shift patterns are available within working hours. This includes Evening and Weekend patterns for those who cannot work Weekdays. Full Time and Part Time positions are available but availability to work a minimum of 16 hours per week is essential.

To apply, please email a cover letter to recruitment@cxservicesltd.com. Queries regarding hours can be sent to the same address. A Company Application Form will be sent to you via E-Mail.

Please see our website for our recruitment privacy statement and more information on the company at www.cxservicesltd.com

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