



CUSTOMER SERVICE TELEPHONE AGENTS - INBOUND

(FIXED TERM CONTRACTS TO MARCH 2023)

We are recruiting Customer Service Agents to join the team at our premises in Dunoon (Sandbank Industrial Estate) for a campaign running until March 2023. There will be a number of permanent positions available from March 2023 onwards.

Job Role:

Handling calls for clients with exceptional standards of customer service. The information from calls, which will mainly be enquires relating to Broadband, TV and Telecoms Services, should be accurately recorded on the computer systems, following the correct processes and procedures. Training for product knowledge and processes will be given. A basic understanding of Broadband and Telecoms would be an advantage but is not essential.

Key Responsibilities and Accountabilities

- Ensure telephone scripts are followed accurately and consistently produce high standards of call answering receiving Inbound and making Outbound calls to customers.
- 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
- Applicants should be 16 years of age or older

Pay & Hours:

Pay matches National Living Wage of £9.90 per hour regardless of your age.

The service centre in Dunoon is open 8.00am to 8.00pm Monday to Friday and 9.00am to 6.00pm Saturday and Sundays. We are offering full time shift patterns and evening only positions.

Currently we have a variety of positions available for both Full Time and Part Time candidates. Please feel free to make contact to discuss hours if you are not sure if your availability is suitable for the role.

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

CX Services Ltd is an Equal Opportunities Employer.