



**Job Title:** On Call Out of Hours Call Handler

**Reporting To:** Claims Managers & Alice Anderson

**Location:** Home Working

**Contract:** Permanent

**Salary:** £11,960 per annum plus £10 per call between midnight & 6am

**Hours:** On Call Monday to Thursday from 5pm to 8am the next morning and Friday 5pm – 9am the next morning – will include bank holidays (31 paid holidays per annum).

The role is to be on call to answer calls from our clients outside of our normal business hours. Call Handlers will not be working the entirety of the shift; only when answering a call or tasking assistance where necessary.

The out of hours role is carried out from the successful applicant's home. Candidates must have a reliable Wi-Fi connection as it will be needed to access our out of hours system. Calls are taken on their mobile phone (via an app) and the system is accessed via tablet (you may use your own tablet /laptop if you prefer).

**Closing Date:** CV's must be received by 12.30pm on Friday 27th May. Please note the listing will be closed as soon as sufficient applicants have been received.

Any applications received after the closing date will not be considered unless we are unable to fill the position from the pool of applicants.

If you meet the criteria, please submit an up-to-date CV to [krystal@misgroup.online](mailto:krystal@misgroup.online) for consideration.

**Job Description:**

- i. Will take calls from clients & record information following a mechanical or electrical breakdown of their vehicles.
- ii. Will identify whether or not the client is entitled to assistance
- iii. Will task a recovery agent to assist
- iv. Will take notifications of motor and household claims
- v. Must ensure prompt response to all telephone calls & customer needs.

**Essential Criteria**

- Must be computer literate
- A minimum of 1 year of customer facing role or telephone experience – must have been gained in the last 2 years.

**Training**

Candidates need to be available mid-week for training for 2 weeks. Training takes place Monday – Friday during office hours.

Please note that during your employment with the company you may be required to attend training in our Dundonald Office – this cannot be done remotely.