

**Job Title:** Customer Service / Contact Centre Agent (Inbound)

**Contract:** Permanent (6 months’ probation)

**Salary:** Starting salary (for 35 hours per week) £20,000 per annum PLUS, opportunity to earn monthly bonuses (not sales / target related)

**Hours of work:** may be discussed at interview with following options:

* 35 hours per week (Monday – Friday 9am – 5pm with 1 hour for lunch)
* Part time working available (option of either 3 or 4 full days 9am – 5pm per week)
* Hybrid working may be available after training is completed.
* Immediate start available

Additionally, on a rota basis all employees will:

* Work from 9am – 12pm on a Saturday (this is approximately 1 shift every 4-6 weeks). This is paid as overtime at time and a half.
* On a rota basis, be on call from your home on our out of hours phones (weeknights 5pm – 9am the following day or weekends 12pm Saturday – 9am Monday) This is currently paid at an enhanced rate.

**OTE including bonuses & additional shifts - £23,500**

**Closing Date:** C.V.’s should be submitted to krystal@misgroup.online by12pm on Friday 31st March 2023.

Please note the listing will be closed as soon as sufficient applicants have been received.

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

**The Role:**

The successful candidate will be trained to assist clients who are involved in a road traffic accident or motor breakdown emergency.

This is initially a trainee role, but employees are given the opportunity to develop themselves should they wish with the opportunity of study.

Full training will be delivered.

**Essential Criteria**

* 3-5 GCSEs at Grade C or above (or equivalent) which must include English
* A minimum of 1 year’s continuous customer service experience which may be in retail or hospitality (admin experience NOT essential, full training will be given). This experience needs to have been gained within the last 2 years.
* Computer literate
* A Full UK Drivers Licence

**Desirable Criteria**

* Experience in a call centre
* Relevant experience in Claims / Insurance Industry.
* Maths at Grade C or above

**Company Benefits**

* Private Health Insurance (reviewed annually) after successful probation.
* 31 holidays (including bank holidays) per annum as standard, rising to 36 days (including bank holidays).
* Birthday off (in addition)
* Workplace Pension Scheme
* Health Care Cash Plan - money back in your pocket for life's essentials e.g., dentist, doctors, physiotherapy, opticians, etc.
* Complimentary car breakdown cover
* Company paid social events throughout the year.
* Ideal locations with access to shops & cafes