



**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:** 35 hours per week (Monday – Friday, 9am – 5pm with 1 hour for lunch)

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:** CV's must be received by 12.30pm on Friday 30th June. 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.

#### **The Role:**

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

The key responsibilities of the role include:

- Assisting clients who have been involved in road traffic accident or whose vehicle has broken down.
- Handling inbound queries by telephone and email.
- Resolving problems to our customer's satisfaction within agreed timelines, effectively and efficiently.
- Developing and maintaining a full knowledge of client products and services.
- Maintaining and updating our customer databases with accurate information.
- Acknowledging the customer's issues and reassuring them of a solution.
- To contact customers and clients as required ensuring prompt resolution to customer queries.
- Provide a high-quality professional service to internal & external customers.

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 experience in customer service, dealing with calls and queries within a formal customer service environment. This experience needs to have been gained within the last 2 years.
- Computer literate
- Excellent communication skills both verbal and written.
- 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