

**Job Title:** Weekend Customer Service Agent

**Reporting To:** Managers

**Location:** Home Working (following 2 weeks in office training)

**Contract:** Permanent

**Hours: we currently have a number of positions for the following shifts:**

* Alternate full weekends (12pm on Saturday to 9am Monday morning, every other weekend) – £300 per weekend. We could consider finishing on a Monday at 8am however, we would adjust the wages accordingly. Our busiest periods are between 12pm – 5pm and the agent will be on call in between times.
* Saturdays & Sundays 12pm-5pm - £16.50 per hour (either every week or alternate weekends. Must be on call on both Saturday and Sunday).
* A combination of alternate full weekends and weeknights (for example a full alternate weekend and 2 weeknights every week etc weeknights on call are 5pm – 9am paid at £76.92 per night)
* A combination of alternate 12pm – 5pm Saturday and Sunday Shifts, with 2 – 3 weeknights each week.

The role is 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 breakdown agents 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 / laptop (own equipment is essential). Candidates must be available at all times.

**Closing Date:** CV’s must be received by 12.30pm on Monday 31st July. 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 for

consideration.

**Job Description:**

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

**Essential Criteria**

* Must be computer literate.
* A minimum of 1 years’ experience in a customer facing role gained in the last 2 years.
* Full UK Driver’s License.

**Desirable Criteria**

* A minimum of 1 year of customer facing role or telephone experience 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.