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

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

**Salary:** £22,500 OTE plus opportunities for further bonuses

**Hours of work:**

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

**Part Time position:** Minimum of 4 days per week, (working hours negotiable – a minimum of 28 hours per week up to a maximum of 32 hours per week, dependent on successful candidates’ preference).

Additionally, on a rota basis all employees will be required to work overtime (from home) on a rota basis to fulfil our out of hours service.

**Closing date:** 12.30pm Thursday 11th April 2024. Please note the listing will be closed as soon as sufficient applicants have been received.

CVs should be sent to [Krystal@misgroup.online](mailto:Krystal@misgroup.online) with the preference of either full time / part time position outlined.

Please ensure your CV clearly outlines how you meet the criteria outlined as assumptions will not be made.

**Interviews:** Shortlisted candidates will be invited via e-mail, to attend an in-person interview, in our main office based Dundonald.

**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 D 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, once probation has been passed)
* 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