

Contact Centre Agent (Weekends Daytime)

Reports to: CSC Manager (OOH’s)

Location: Home based / Leicester

# Be the person we need.

## Your purpose

To undertake client specific duties and ensure the smooth running of the department by answering calls and emails in a timely and efficient manner, to provide an excellent level of customer service through all communication channels.

# Be someone who makes it happen.

## What you’re responsible for

* Answering calls from specific clients and contractors in accordance with the agreed procedures on which performance will be measured
* Raising maintenance/security/Health & Safety orders via the Bellrock computerised databases following agreed procedure on which performance will be measured
* Monitoring jobs already logged onto the system to ensure that the Contractor has attended the clients site within the agreed SLA
* Obtaining authorisation as appropriate for works exceeding set guidelines
* Using email to inform and receive instruction
* Dealing with emails relating to order/quote approvals and queries from Contact Centre Agents and Contractors
* Monitoring overdue orders through to completion
* Ensuring set performance targets and KPI’s are met
* Managing and resolve customer complaints
* To ensure compliance to all relevant statutory duties under the Health and Safety at Work Act, details of which are listed within the Company’s Health and Safety Policy
* Any other reasonable duties which may be requested

# Be one of a kind.

## Your knowledge, skills and qualifications

C IT literate, technology skills**, decision making skills, problem solving skills, ability to effectively deal with people,** excellent proficiency and navigation skills around a PC, excellent keyboard skills, excellent telephone manner and email skills. Applicant must be able to attend and **complete In-House Daytime Training in Leicester for a minimum of 4 weeks**

# Be the perfect fit.

## Your core qualities and attributes

Excellent verbal Communication, Listening, Data Entry Skills, People Skills, Customer Focussed, Customer Service skills, Attention to Detail, Professionalism, Multi-tasking abilities, Consistency, Flexibility.

# Employment acknowledgement

This job description is intended to describe the essential job functions of this position and is not intended to be an all-inclusive statement of job responsibilities.

I have read, understood and am able to perform the duties within the job description. I have received a copy of this form.

**Employee Name Date / /**

**Employee Signature**