

## **Customer Service Representative**

**Pudsey (Stanningley – behind ASDA & M&S, 4 min walk from New Pudsey Train Station)**

**Competitive salary - £20,774.21pa + Monthly Bonus up to 25% of basic salary Flexible working patterns to suit your lifestyle within our core hours of working (Mon-Fri 8am-7pm and Sat 9am-2pm). We will consider candidates wanting both full time and part time hours.**

### **Ask yourself:**

- Do I want to work in a friendly and ethical company?
- Is developing my career and being rewarded for my efforts important to me?
- Would I like to be recognised for my hard work and contributions?
- Do I want to support vulnerable customers to find financial freedom?
- Would I like to work for a small company with a Big Heart, with strong values?

**If your answer to the above is Yes, then come and join Lantern!**

### **WHO ARE WE**

Lantern specialise in purchasing and recovering debt in a fair and compliant way. Our customers trust us and they frequently tell us so. We have grown substantially in recent years, winning many awards and more recently being awarded Investor in Customers **Gold** Accreditation. With significant investment we're growing and creating new opportunities for talented people to join us. If you'd like to know more about us visit our website - [lanternuk.com/corporate](http://lanternuk.com/corporate)

### **WHAT WE CAN OFFER YOU**

- A really competitive salary starting at £18,945 rising to £20,774 (after successful completion of probation/training period)
- Flexible hours
- Free Parking
- Office located near main bus and train links
- Great team environment with fun days and charity days
- Excellent Career progression opportunities
- Great induction and Academy Training to help you succeed
- Monthly Bonus earnings potential of 25% of salary (1/12<sup>th</sup>)
- Up to 5% employer contribution to your pension plan
- Generous Healthcare and Wellbeing Cash Plan which offer discounts on physiotherapy, counselling, holistic treatments, dietary and exercise plans, gym discounts;
- Access to our free Employee Assistance Program
- Monthly Employee Wellness Initiatives
- 23 days holiday (Rising to 25 days with length of service) + No Bank Holiday working
- Fee-Free Financial Advice, including pensions, insurances, savings and financial planning;
- Long Service Incentive scheme
- Cycle to work scheme
- Other benefits associated with forward thinking companies, including really great recognition schemes

- A newly refurbished office environment with modern facilities because where you work is just as important as what you do – including table tennis and monthly fruit deliveries and free hot drinks

**And if that wasn't enough! We also have:**

- Free fruit every week
- Dress down ALL WEEK
- Free “tea and coffee” in a welcoming, fun and friendly canteen with board games, TV and table tennis
- Regular fundraising events with prizes and incentives all for charity – we put those who need help at the heart of everything we do
- Social events including lunch and learns, Wednesday Walking Group, Invitations to our Summer and Christmas Parties
- Gifts from the CEO including Easter Eggs and Advent Calendars

**ABOUT THE ROLE**

As a Lantern Customer Service Representative, you'll support our customers achieve a suitable sustainable solution to their outstanding debt balance.

- Communicating with customers through both our voice and digital channels
- Talking with customers using effective questioning and listening skills whilst demonstrating empathy and care and all the while finding a sustainable solution for them
- Treating customers fairly and appreciating them at the heart of all that you do
- Recognising vulnerable circumstances and ensuring that the correct outcome is achieved for the customer
- Making outbound and inbound calls to negotiate appropriate, affordable payment plans to suit customer requirements whilst ensuring you follow important compliant, quality and security procedures.
- Demonstrating control and decisiveness in challenging situations
- Being a strong team player who can build lasting relationships with colleagues

**ABOUT YOU**

- You'll ideally have gained some experience dealing with vulnerable customers
- You may have worked in a financial services company
- You will have empathy and understand quickly the customer's needs and what they are telling you
- You will demonstrate our values – putting the customer first and being there for your colleagues
- You'll ideally have some experience within a contact centre environment would be favourable
- You'll demonstrate good problem-solving skills and be able to work to achievable targets
- You will be kind, supportive and confident when speaking with customers and understand KPIs in a competitive environment
- You will have strong numerical, verbal and IT skills (MS Office applications Word/PowerPoint/Excel and outlook)

## **NEXT STEPS**

- Please send an email with your CV to [careers@lanternuk.com](mailto:careers@lanternuk.com) and tell us why you want to join Lantern
- We'll look forward to you joining our team.

**Due to the nature of our business, any offer of employment will be subject to satisfactory background checks (DBS Basic, Employment Credit file check and internal check of our customer database).**

No agencies