

CUSTOMER SERVICE REPRESENTATIVE

- **Salary – £23,400 (OTE £29,250)**
- **Monthly bonus up to £487.50 (£5,850 bonus per year)**
- **Hybrid working (1 week office, 1 week home)**
- **Rotating shift patterns working between 8am - 7pm – only 1 shift until 7pm and 1 Saturday in 4 working 9am – 2pm.**
- **33 days holiday (incl public holidays) – rising to 36 with service**
- **Amazing Benefits: healthcare, cash back, employee assistance, free monthly flexi points to spend at high street retailers, pension plan, gym discounts, free on-site parking, loyalty reward scheme, generous referral scheme, casual dress code, toast, fruit and free drinks available in the office, ad-hoc incentives run regularly and lots more!**

Who are we?

We're a market leader in acquiring and managing vulnerable customers, helping them to find an affordable solution and sustainable pathway to clearing their outstanding debts. Having built a solid reputation for being the specialist in our sector, we've won some pretty impressive GOLD standard awards over several years from "Investors in People" and "Investor in Customers".

If you want to hear what our customers and colleagues are saying about us, why not visit our website www.lanternuk.com.

What will you be doing?

You'll be joining a friendly contact centre, where your role will focus on helping our customers find a sustainable solution to managing their personal debt. You'll use a variety of contact methods, including telephone and digital channels, so you'll need a warm and friendly telephone manner and experience using digital communication systems such as web chat and email.

You'll be helping customers to work out an affordable payment plan, so you'll need to be a good listener and a considerate negotiator too. You'll also help to resolve any customer queries, following our clear and compliant procedures to ensure we always reach the best customer outcome.

We'll give you the best start in your role with a 6-week bespoke training program, delivered and supported by our amazing team of learning specialists and operational coaches. This will give you the confidence to join the operation and provide you with everything you will need to succeed.

What you'll need

- A passion for delivering great customer service experience, but not necessarily from a contact centre background.
- Ability to demonstrate strong communication skills and an excellent telephone manner.
- Sharp active listening skills and close attention to detail.
- Ability to demonstrate our values, putting the customer at the heart of everything you do.
- Be determined and comfortable working towards quality targets and KPIs.
- Self-motivation and a strong ability to work independently and as part of a team.
- Have a flexible approach and be happy to work on a 4-week rota.
- Strong computer literacy and confidence in new technology systems - we can teach you how to use our systems, but MS office / 365 / MS Teams skills are important to us.

- Being creative (think blank canvas!) – we love hearing new ideas from our colleagues about how we can do things better.
- Being friendly and flexible – we’re big enough to make a difference, but small enough to care. We all know each other by name and we’re always there for each other so that we get the job done.
- Passion and initiative to progress your career in a company with a supportive and progressive team.
- We deal with some vulnerable people and sensitive data and our strapline is “debt with a human touch” so you’ll need to be empathetic, trustworthy, discreet and professional.

Our values are rooted in honesty, empathy, and transparency – for our colleagues our customers and our clients. That’s why equality, diversity and inclusion are so important to us; because when we embrace different perspectives and give everyone the chance to be the best they can be, we can think in new, creative ways that grow and enhance our business.

We’re committed to equal opportunities for everyone, and we may collect relevant data for monitoring purposes during our candidate registration process. Be yourself, that’s all we ask.

Please send your CV and an email telling us a bit more about yourself to careers@lanternuk.com.

Due to the nature of our business, all offers of employment are subject to background and vetting checks, including; employment references, DBS (basic), credit file search, PEP and financial sanctions searches.