

CUSTOMER SERVICE REPRESENTATIVE – Pudsey, Leeds, LS28

- **£24,336.00 salary**
- **A monthly bonus of up to £507 (£6,084 a year)**
- *****Hybrid working*****
- **33 days holiday (including public holidays) – rising to 36 with additional 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, breakfast bar, and lots of recognition and incentive schemes to say well done and thank you for a great job!**
- **If you start work here and refer someone you know, you'll get a cash reward if they join us too!**

A bit about us...

At Lantern, we're very proud to support over 3 million customers find sustainable, affordable debt payment solutions based on their individual circumstances. We're so proud of our awards that recognise our commitment to excellent customer service including Gold awards from Investor in Customers (6 years running!) and Investors in People. We're the market leader in our sector and our teams deliver great experiences.

We're excited to be recruiting for a **Customer Service advisor** in Pudsey, Leeds..

A bit about your new role...

Week 1 08:00 - 16:30

Week 2 09:30 - 18:00 + Sat 09.00 – 14.00 (WFH)

Week 3 09:00 - 17:30

Week 4 10:30 - 19:00

You'll be joining our very friendly and highly experienced customer service team in our contact centre in Pudsey, Leeds. You'll be speaking with our clients' customers over the phone and digitally, helping them find the solution they need. If you want to make a real difference and have the "human touch" in finding the right solution for a customer who can sometimes be experiencing difficult circumstances, why not get in touch?

A bit about you...

- We sometimes engage with some very vulnerable customers and sensitive data and the Group's strapline is "debt with a human touch" so you'll need to be empathetic, trustworthy, discreet and professional.
- It's not essential, but ideally, you'll have some experience in a contact centre environment.
- You'll have great written and spoken communication skills, as the role is predominantly over the phone.
- Your sharp listening skills and close attention to detail will be crucial.
- Lantern's values are so very important to us, so you'll already know what "putting the customer at the heart of everything you do" means and act on it.
- You'll work to quality, commercial and customer care targets, so you'll be used to achieving monthly KPIs but don't worry, we'll reward you when you achieve them!
- We've got some great technology so being computer literate and confident using CRM systems will be a great advantage.



LANTERN

DEBT WITH A HUMAN TOUCH

- 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.

Interested..... why not send your CV to careers@lanternuk.com.

Due to the nature of our sector and interactions, an offer of employment will be subject to satisfactory background checks, including but not limited to; employment references, a DBS (basic) and a credit file search.



Lantern is authorised and regulated by the Financial Conduct Authority for consumer credit regulated accounts under firm reference number 718024. Lantern is the trading name of Lantern Debt Recovery Services Limited. Registered in England and Wales Company No. 06637307.
Registered office: Protection House, 83 Bradford Road, Leeds LS28 6AT



INVESTORS IN PEOPLE
We invest in people Gold