**CUSTOMER SERVICE REPRESENTATIVE – Pudsey, LS28 & Leeds City Centre, LS1**

**£30,420.00 OTE**

**Hybrid working**

**33 days holiday (including public holidays) – rising to 36 with service**

**Competitive benefits:**

* + **Healthcare plan**
  + **Cash back on dental and optician costs**
  + **Life Insurance**
  + **Employee wellbeing program**
  + **Flexi points and discounts on your everyday shopping to support your financial wellbeing**
  + **Pension plan**
  + **Fitness and Wellbeing discounts**
  + **Generous candidate referral scheme**
  + **Free Breakfast bar**
  + **Casual dress**
  + **Regular incentives and recognition awards**

**Your rota will be on a 4 week rotation as follows…**

**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

**Your new role…**

If you’re experienced in delivering great customer service, join us and enjoy the rewards and benefits of working for a market leading company.

You will:

* **Provide customers with empathetic, honest and transparent telephone-based customer service.**
* **Be resilient and able to work within a very busy contact centre answering inbound and making outbound calls.**
* **Be clear, calm and understanding and the person who guides them to the right outcome.**
* **Have strong listening skills – it’s hard work and fast paced, but you’ll make a positive impact.**
* **Have a good range of technical skills to be able to use multiple systems to process information at pace whilst maintaining attention to detail and accuracy.**
* **Be a problem-solver and demonstrate the right level of negotiation to get the right outcome.**
* **Be comfortable and / or experienced in working to strict regulatory and company targets.**
* **Have lots of opportunities to upskill on digital channels, once you’ve proven yourself as a great telephone customer service representative!**

**Who are we?**

We’re a market leading specialist Debt Purchaser and Service Provider with a focus on customers who need a truly human touch. We’re known for our empathetic and bespoke approach to all types of communications with our customers. Over the past 17 years, we’ve built a solid reputation we’re proud of and we’ve got a cabinet bursting with awards including Investors in Customer and Investors in People GOLD.

We’re committed to equality, diversity and inclusion so we’ll collect your data for monitoring purposes.

***All offers of employment will be subject to satisfactory background checks, including but not limited to; employment references, a DBS (basic) and a credit file search.***