

<b>Salary:</b>	<b>£15,600per annum + uncapped Bonus</b>
<b>Location:</b>	<b>Glasgow City Centre</b>
<b>Hours:</b>	<b>Full time- 40 Hours per week</b> <b>Flexibility required Mon – Fri between 8am -8.30pm and one Saturday in 3 between 8am -2pm.</b>

**Are you self motivated? Looking to earn extra money? , Are you a go getter? Have you got what it takes to smash your target and earn even more?**

Then look no further scotcall are currently looking for you, to join our existing team, handling inbound and outbound calls negotiating repayments.

#### **Candidate Profile:**

- Energy, drive and enthusiasm with a polite and courteous manner
- Sales experience, whether in a contact centre or other environment (training will be given )
- Quality focussed with clear and concise spoken and written ability
- PC literate with good keyboard skills
- Experience of working in a customer service environment

#### **Key Responsibilities:**

- To meet/exceed company work standards, targets and objectives
- To initiate and answer customer contacts in a polite and courteous manner
- To promote and sell client services and products suitable to customer requirements
- Use questioning and listening skills to resolve customer enquiries effectively and efficiently
- To operate contact centre systems competently
- To keep both customers' accounts and own records accurately updated in a timely fashion
- Focussing on productivity, acquisition and closing out accounts fully paid, where appropriate
- Work as a team player, focussed on both individual and team goals

Please send your CV and covering letter to Attention of Lauren Torlay HR Administrator, at [jobs@scotcall.co.uk](mailto:jobs@scotcall.co.uk).

The Company is committed to applying its equal opportunities policy at all stages of recruitment and selection. Short listing, interviewing and selection will always be carried out without regard to gender, sexual orientation, marital status, colour, race, nationality, ethnic or national origins, religion or belief, age or trade union membership.

Furthermore, any candidate with a disability will not be excluded unless it is clear that the candidate does not meet the minimum criteria outlined in the employee specification. Reasonable adjustments to the recruitment process will be made to ensure that no applicant is disadvantaged because of his/her disability.

All candidates are subject to the following checks:-

1. Mandatory Police Criminal Record Check: Performed through Disclosure Scotland).
2. Mandatory Credit Check: Performed through scotcall group and N2Check, includes identification of any CCJs and Bad Debt.
3. Mandatory Address Check: Verification that applicant is registered on Electoral Role; If less than 3 years at current address, Credit Check is performed for previous address.
5. Mandatory Previous Employer Reference Checks: Last two years of employment.
6. Proof of Right to Work in the UK: All employees must provide valid UK or EEA passport or appropriate visas or UK birth certificate.
7. Drivers License: All employees who drive for the business must provide copies of the card and paper part of their driver's license.

scotcall group reserves the right to withdraw any offer of employment that does not satisfy the criteria above.