

power to you



Call centre agent - Jersey

Position details

POSITION TITLE:	Call centre agent - Jersey
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BAND	CI-2
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EFFECTIVE DATE:	ASAP
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PURPOSE OF ROLE	To provide first line support to our customers through the "121" phone service.
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LOCATION:	Head Office
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NORMAL HOURS	37.5 hours per week in shift work between the hours Mon-Fri: 7am - 7pm Sat: 9am - 5:30pm (including Bank Holidays)
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REPORTS TO:	Call Centre Manager
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KEY INTERNAL RELATIONSHIPS:	All departments, closely working with CSD
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KEY EXTERNAL RELATIONSHIPS:	All customer base
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Key result areas

- Answering all calls and queries from customers in a timely and professional manor
- Solving as many issues as possible within the first call
- Logging support requests with the relevant department for calls that can't be answered immediately
- Out calling customers with offers or introductory services
- Achieving excellent customer service results

Education & experience

- Excellent communication and customer service skills
- Experienced in dealing with the public and a pleasant telephone manner
- Computer literate
- Knowledge of mobile phone technology, terminology and billing an advantage
- Ability to communicate in a second language an advantage
- Full training will be provided
- **5 year residency or local qualification required**