

## Call centre agent - Jersey

### Position details

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

### Key result areas

- Answering all calls and queries from customers in a timely and professional manner
- 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**