

Employer: Bernicia Homes

Vacancy: Customer Contact Centre Assistant

Hours: 22.5-30

Salary: £11.44 per hour (National Living Wage)

Working pattern: Weekdays

Number of vacancies: 1

Job Summary

Here are a few activities you will be doing:

- Using the phones to direct customers
- Recording repairs
- Helping with complaints and compliments
- Supporting Reception at HQ

Essential skills, experience and qualifications

What do we expect to see from you?

This is a starting role, so we don't need qualifications or experience... that's what we're here for. But there are a few key behaviours and skills we want to see from our candidates; and these are ones that if you possess and can demonstrate; you will make this work placement a real success!

- Excellent attention to detail
- Well organised
- Good communication skills, able to demonstrate customer care and to be polite and courteous
- Ability to use ICT equipment and applications
- A commitment to own learning and development and ready to complete the training on offer



CAREER STARTER PROGRAMME

	<ul style="list-style-type: none">• Ability to work well as part of a team• Must be IT literate.• Have a reasonable standard of English• Good phone manner
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