

Vacancy

Telephone Customer Service

Due to a recent business restructure, an opportunity has arisen to join our head office team.

We are looking for a positive, well presented, and professional individual with excellent telephone customer service and communication skills.

If you are interested in this opportunity and would like to make a positive contribution to help ensure NPORS grows its customer service relation department please send your full c.v. to Julie Senior, Managing Director NPORS Limited. juliesenior@npors.com

Interview's will be held via video conferencing calls due to the current covid-19.
Terms and conditions will be discussed at the interview.

Closing date for applications 5th October 2020

Post – Customer Service.

Based – Gadbrook Business Park

Contract – Temp to Perm (6-month probation period)

Hours – 37.50 (08.30 to 16.30 ½ for lunch)

How to Apply: In writing with your CV to juliesenior@npors.com

Training will be given via video conferencing.

Person Specification – Telephone Customer Service

WORK EXPERIENCE	ESSENTIAL	DESIRABLE
<i>Worked in an office environment.</i>	✓	
<i>Familiar with all administrative duties.</i>	✓	
<i>Previous customer service experience</i>	✓	
<i>A good telephone manner is essential.</i>	✓	
<i>Typing speed and accuracy and attention to detail</i>	✓	
<i>Experience of using standard (Microsoft) word processing and spreadsheet software.</i>		✓
<i>Experience of working in a multi-disciplinary environment.</i>		✓

EDUCATION AND TRAINING	ESSENTIAL	DESIRABLE
<i>NVQ level 2 or above in administration</i>	✓	
<i>Customer Service</i>		✓

SKILLS/ABILITIES	ESSENTIAL	DESIRABLE
<i>Excellent communication skills – written and verbal</i>	✓	
<i>Ability to manage own workload</i>	✓	
<i>Ability to work within a team</i>	✓	

Other Requirements	ESSENTIAL	DESIRABLE
To have a flexible approach in terms of carrying out the varied range of other functions within the department		✓

Please note: This document indicates those attributes that are considered to be **essential** to undertake the duties and responsibilities of this post and those that are merely **desirable**. If you do not possess any of the attributes that are **desirable**, this does not mean that you will not be considered for interview or subsequent appointment.