



Do you want a new role for 2019? Are you passionate about customer service and interested in the financial industry? If so, read on, as an exciting opportunity has arisen for 15 Customer Consultants to join our ever expanding company.

Cabot Credit Management (CCM) is a market leader in credit management services including debt purchasing, contingency collections, business process outsourcing and litigation. We are currently looking for Customer Consultants to work in our vibrant and contemporary office based in Kings Hill. The starting salary for this role is £19,500 which will increase to £20,800 after 6 months subject to satisfactory performance. There is the opportunity to move up to £25,056 through performance, which is reviewed on a bi-annual basis, plus the opportunity to earn an additional 35% of salary through variable pay.

The role

The role is 100% telephone based in an exciting and vibrant call centre environment and involves handling a large volume of customer accounts on a daily basis. You will be responsible for handling inbound and outbound calls through an automated dialler, speaking to our customers in different financial positions. You will work on a rotating shift pattern – 7:45-14:30 one week then 14:15-21:00 the following week and every other Saturday 8:45-13:30.

We are looking for people with excellent communication skills, excellent customer focus, motivation and drive, and a professional attitude. Previous customer service experience would be desirable.

Training

We offer a comprehensive 8 week training period and opportunities to develop your knowledge, skills and experience. We are also keen on promoting internal talent so this could be the first step on your road to a successful career in Financial Services.

Benefits

You will be entitled to loads of great benefits, such as gym membership subsidy, healthcare cash back plan, travel insurance, pension, 24 days holiday, on site massage and health checks plus much, much more.

Next steps.....

If this sounds like you and if you would like to join our rapidly expanding company that offers excellent career progression, then we would love to hear from you!

We are currently holding assessment centres every Friday morning 9am-1pm and we are looking for people to join our next induction on 4th February 2019

Apply now to be considered for this role.

Disclaimer -The above statements are intended to describe the general nature and level of work being performed by people assigned to this role. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed to meet the ongoing needs of the organisation.