

At Cabot, we pride ourselves on being the best at what we do and we recognise that it's the people that make the difference to any organisation. So, are you ready for a new challenge?! As we are on the lookout for a Digital Customer Consultant to join our Multi Service Channel team in our dynamic Kent office.

Not heard of us? Here's our story:

Cabot Credit Management (CCM) is a market leader in credit management services including debt purchasing, contingency collections, business process outsourcing and litigation. We are an award winning, Investors in People Gold accredited organisation and we are passionate about the ethical treatment of our customers and employees.

Things you should know:

Digital Customer Consultants are responsible for managing all types of digital correspondence including email, live chat, and web customer service queries. They will also be responsible for any inbound/outbound calls relating to digital.

This is a multi-faceted role in a call centre environment.

Contribute to the delivery of digital revenue targets through a customer centric approach to collections. Maximise and generate new ideas and opportunities through interaction with our customers via all digital channels.

You will work on a rotating shift pattern of 7:45-14:30 one week with one day working 7:45-19:00 then 14:15-21:00 the following week and every other Saturday 8:45-13:30.

The contract is 40 hours per week and we are offering a starting salary from £19,500 DOE. There is the opportunity to move up to £23,760 through performance, which is reviewed on a bi-annual basis, plus the opportunity to earn an additional 30% of salary through variable pay.

The fun facts:

Not only are we offering a competitive salary of £19,500 – £21,667 DOE and a fantastic bonus scheme, you will also be entitled to loads of great benefits such as gym membership subsidy, discount and cash back on hundreds of high-street shops, healthcare cash back plan, travel insurance, pension, 24 days holiday, on site massage and health checks plus much, much more.

Training:

As we are thoroughly invested in you and your future progression, 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.

Please note we are unfortunately able to accommodate any holiday during the first 8 week training period.

Things we need from you:

- Excellent communication skills (both written and verbal).
- The ability to work with people at all levels.
- Excellent organisation and time management skills.
- Ability to handle a varying and demanding workload.
- Ability to meet tight time deadlines whilst retaining accuracy.
- Able to make sound judgments to ensure the desired outcome for both the Company and customer.
- Customer service orientation and committed to providing 'Best in Class' customer service delivery.
- Demonstrate commitment to supporting fellow team members and to delivering team objectives.
- Be able to demonstrate an adaptable and flexible approach to your work and that of the team.
- Good negotiations skills.
- Display professional attitude and behaviours at all times.
- High level of attention to detail and accuracy.
- Excellent level of computer literacy. Knowledge of the relevant legislation and guidance in relation to customer care.

What happens next?

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 looking for people to interview now and join us in October

Diversity and inclusion are very important to us at Cabot and we value a multitude of diverse talent within our business. We want everyone to be themselves at work and encourage a culture that includes everyone. Our policies ensure that every candidate and employee are treated fairly and with equal opportunities.

***At Cabot we are highly regulated by our clients, as such, any successful candidates will have to undergo a basic credit check and criminal background check. Please note that we are unable to proceed to interview stage if a CCJ, IVA or Bankruptcy appears on a credit file*