



We are on the lookout for committed and determined individuals to join our vibrant call centre in our Worthing office on **6th September 2021!**

What you'll be doing

The Customer Consultant role is **100% telephone based** in a **call centre** and involves speaking to customers who are in different financial positions on a daily basis.

Key responsibilities include:

- Handling **outbound and inbound calls** from our customers – you will take on average 3-4 calls per hour
- Speaking to our customers, assessing their situation and coming up with a tailored solution to help them.
- Writing up call notes and setting up payment plans in our internal system
- Working to targets and KPIs

This is a fantastic role for someone who is looking to progress their career in customer service and you will have the opportunity to **positively impact customers lives and make a real difference** which is really rewarding.

When you join, you will work on a weekly rotating shift pattern between the hours of 8am-8pm plus one in three Saturday mornings.

What we need from you

We are looking for people who are enthusiastic, have excellent communication skills, excellent customer focus, are driven and self-motivated and have a good attitude.

Whilst some customer service experience within a busy environment is desirable, it is not essential, as we offer a 5 week comprehensive training program and opportunities to develop your knowledge, skills and experience.

Please note that you need to be over 18 and we are unfortunately unable to accommodate any holiday during the first 5 weeks training period.

The fun facts

Our Litigation Customer Consultants play the most important part in accomplishing our mission which is to deliver pathways to economic freedom for our customers. We recognise that it's their amazing efforts, hard work and dedication that sets us apart from the rest, so we offer a highly competitive salary and benefits package, including:

- A competitive starting salary of **£19,200-£20,260** depending on experience, with the opportunity to move up to **£24,000**, plus a fantastic monthly bonus.
- Bi-annual salary reviews
- An enhanced holiday allowance – 30 days holiday including all bank holidays and the opportunity to take an additional 5 days unpaid holiday each year
- Monthly incentives where you can win some great prizes
- Discount and cash back on hundreds of high-street shops
- Insurance - healthcare cash back plan, travel insurance, life assurance
- 1 paid volunteering day per year

Next steps:

If this sounds like you and you have got what it takes, come and join our rapidly expanding company! We are looking for people to attend Zoom interviews over the coming weeks.

***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, or if you do not have full right to work in the UK – we are unfortunately unable to offer sponsorship.*

