

EMPLOYMENT VACANCY

CALL CENTRE AGENT/ COURSE BOOKINGS

Location: Brighton
Salary: £22,000 – £29,000 per annum with commission
Hours: Monday - Friday, 08.30 – 17.00

Tempus Training is a leading Independent Training Provider, delivering programmes of learning across the UK through a range of Government funded contracts. Currently delivering over 600 courses per month, we support thousands of learners to gain the skills and qualifications to develop their careers and improve their lives.

Due to on-going expansion, we have multiple vacancies for dynamic **Call Centre Agents** to manage enquiries into our popular courses.

In return, you will enjoy a rewarding role within our business with a competitive salary, including an uncapped bonus with an OTE of £29,000, career development & training opportunities, 28 days holiday, pension scheme, plus a great working environment in a well-established, central Brighton company.

The Role:

- Receiving inbound enquiries and bookings on the telephone
- Responding to email and web enquiries
- Talking with customers to ascertain their query, and assisting with all enquiries to resolution
- Qualifying customer calls and transferring to relevant departments where necessary
- Utilising and updating CRM system
- Adhering to brand guidelines
- Up-selling relevant services to Customers where appropriate

The Person:

- A natural conversationalist with an ability to communicate confidently on the phone as well as the ability to listen

- An excellent command of the English language - written and spoken
- Responsible, and reliable with the ability to take account for your own work and actions
- Good computer literacy - essential
- Process driven
- Ability to work well under pressure
- Previous Customer Service experience in any area- essential
- Previous contact Centre experience - Highly desirable

Call **Alistair Brindle** on: 01273 980 243
Or email: recruitment@tempustraining.co.uk

All posts are subject to an enhanced Disclosure and Barring Service check.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the role. We are an equal opportunities employer.

Applicants must have a valid legal permit or right to work in the United Kingdom.