

Ticketing Zone Limited

Job Description



Job Title	Contact Centre Operator (Casual)
Number of Positions	X2
Start Date	ASAP

Department	Contact Centre
Team	Sales
Reporting to	Senior Supervisor (Contact Centre)

Hours	Various hours dependant on workload, but would always at any time between 8:00 – 22:00 7 days a week (although you will only be expected to work over 5 days in any one week. You will be informed of your weekly hours a week in advance but may be contacted last minute to cover sickness/holidays or a change in work flow.
Training	Full training will be provided and a requirement to participate in the departmental skills matrix program of continuous learning
Probation Period	New Employees (3 months) – No probation period for transferring employees

Rate of Pay	£7.50/hr Payment on a 2 weekly cycle
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Role	<p>To work within this role you will initially be trained within the sales department on a variety of clients, however over time you may also be provided with training in the Customer Service Department. The successful candidate will work in our Barnstaple based Call Centre under the guidance of our local managers but on behalf of our Nationally based clients.</p> <p>Duties will include answering client related sales calls and ensuring that call time targets are met. To provide a high standard of customer service at all times.</p> <p>Occasionally you will be required to assist with general administration and ticketing duties.</p> <p>The ideal candidate will have gained a minimum of a grade C in English, be flexible and confident with working on the phone. Previous experience with working in a Call Centre will be an advantage, but is not essential</p>
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Performance Measures	Complete the required training and development objectives within assigned time frames
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