

**Job Placement title** Sales / Customer Services Agent

**Company name** NAC (Domestic Appliances) Ltd

**Job Placement summary** (Outline of the job description including key responsibilities and detail of the skills the young person will develop. Please provide as much detail as possible Please do not use bullet points)

NAC are a Nationwide, Domestic Appliance Repair Service working with over 200 Engineers Nationwide and booking thousands of repairs to consumer whitegoods (washing machines, fridges, cookers etc) every month.

Based at our Wakefield Contact Centre, your main responsibilities will include:

Answering Inbound Calls from potential customers looking for our service with a view to selling our service and booking new repairs

Answering Inbound Calls from existing customers that are wanting updates to on-going repairs

Liaising with our Engineer Network to ensure that any complaints are dealt with quickly and efficiently

Making outbound calls to existing customers to move repairs on to completion

We are looking for people to join our team, that have a confident telephone manner when talking to customers, is willing to learn our industry and enjoys being part of a small team in a modern, relaxed but busy environment.

Our working hours are: Monday - Thursday, 08:30-17:00 and Friday 08:30-16:00

**Essential skills, experience and qualifications** (please do not use bullet points)

Telephone experience essential

Job category (DWP use only)

**Number of hours per week** 39

**Working pattern and contracted hours** (including any shift patterns) Monday - Thursday, 08:30-17:00 and Friday 08:30-16:00

**Hourly rate of pay** NMW