

**Job Title**

Customer Service Advisor

**Company Name**

UK Assistance 247

**Job Summary**

We are a busy call centre booking emergency repairs and services with engineers on behalf of insurance companies. We operate 7 days every week and you will be asked to work 5 days each week with variable shift patterns between 8.00 am and 10pm.

Full training will be given in this specific role.

You will need a good phone manner and a caring attitude.

You will need to speak clearly and have a good understanding of maths - you will need to be able to accurately work with % sums

You will take and make phone calls, record details of the emergency and decide whether or not you should register this as a true claim. If you decide that this is a genuine insurance claim you will then arrange for a repairer to visit the customer

To do this you will have to be understanding and polite with customers, sometimes you will have to say "no" so you must feel comfortable with talking with people. You will also have calculate to collect payments from customers so you need to be confident that you can do this also

We use computerised systems - you must be able to operate a computer

**Essential skills, experience and qualifications**

Reasonable knowledge of maths must understand % calculations and be capable of mental arithmetic.

Good phone voice and pleasant attitude

Reasonable spelling skills

**Number of hours per week**

35

**Working pattern and contracted hours**

5 shifts

**Hourly rate of pay**

National Minimum/Living Wage