

Customer Service - UK Work From Home

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|----------------------|------------------------------|
| Remuneration: | R10000 - R14000 per month |
| Location: | Nationwide |
| Remote work: | Only remote work |
| Job level: | Junior/Mid |
| Type: | Permanent |
| Reference: | #N25/03 |
| Company: | Phone Angels |

Please respond with reference: N25/03 in your email title.

Remuneration:

- Basic: R8,000 + R2,000 attendance and productivity bonus
- Average upsell + retention commission: R4,000
- Average agent take home after probation: **R13666,67**

About the company:

We are a global homeware company operating in the UK, providing the highest quality homeware; mattresses, beds, pillows and accessories to the UK market. At the moment, we are experiencing exponential growth and are looking to expand our team.

About the role:

We currently have a 4.5 rating on trust pilot as evidence of the quality of our product and our commitment to customer service and we are looking for three new agents to join our team. The role requires that you respond to our customers in a courteous, proactive, and professional manner.

Working hours:

11am - 7:30pm (SA time) 10am - 6:30 (see daylight saving)

Typical queries:

- Delivery queries
- Product queries
- Warranty

(The role is working from home. To perform the role of a homeworker you will need a high spec internet speed)

Critical:

- Great verbal reasoning skills
- High proficiency in Microsoft office
- High level of English language proficiency which will be tested

- Typing speed 35 words per minute minimum
- Space and facilities to work at home
- Highspeed internet connection
- Contingency for load shedding

Desirable:

- A degree in a subject would be an advantage especially English or a TEFL teaching qualification.
- A genuine interest in British culture and the subtleties of language.
- Experience working in a telephone or e-mail-based contact centre.
- Great attention to detail.

Next steps:

- If you think you have what it takes, please apply callum@phoneangels.co.uk and we'll speak soon.

Posted on 26 Mar 08:51, Closing date 24 May

Apply by email

Callum Baker

callum@phoneangels.co.uk

Or apply with your Biz CV

Create your CV once, and thereafter you can apply to this ad and future job ads easily.

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