



ISO doc 79 v10

Telephone Interviewer

PLEASE READ THE DESCRIPTION AND DETAILS BELOW CAREFULLY AND CONSIDER YOU MEET ALL THE REQUIREMENTS

As a telephone interviewer you would be required to work from our Halifax based call centre.

The role is varied and interesting. One day you may be making calls to customers of a particular bank to find out how happy they are with the new mortgage they've taken out, the next you may be talking to the general public about a local election or another you may be calling painters & decorators to talk about the paint brands they use!

This role will increase your confidence and provide you with skills that can be utilised in many other areas of life as well as in any other future employment.

To be a telephone interviewer at Teamsearch you need to have the following criteria:

- ✓ **Professional** telephone manner
- ✓ Be **approachable** and able to have a conversation with a stranger
- ✓ Computer literate with the ability to type **accurately and in line with a conversation speed**
- ✓ **Reliability** is critical to being successful in the role. We understand people have wide and varied responsibilities outside of work but if you find yourself regularly being late for things or having to change plans then this job is not for you.
- ✓ **Target driven** – you are required to make minimum calls per hour, minimum quality targets and minimum interviewer per hour performance targets.

You will be **measured, targeted & bonused (up to £250 per month)** based on:

- ✓ Achieving the minimum % of performance across projects you've worked on
- ✓ Achieving minimum % of quality scores on interviews you have completed

Rates & Bonuses – Teamsearch operates a pay scale in line with the UK minimum & living wage. Holiday is provided.

Flexible shift patterns – We offer flexible shift patterns. These are:

- ✓ Mon-Fri
 - 9am to 5pm
 - 9.30am to 2.30pm
 - 1-9pm
 - 5-9pm
- ✓ Saturday and occasional Sunday shifts are also provided.

These are subject to change in accordance with the companies, working practices and business needs)