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| **Vacancy:** | **Customer Service Advisor E-CSA-02/20** |
| **Date:** | **5th February 2020** |
| **Contract:** | **FTC – 2 Years** |
| **Reporting to:** | **Customer Services Team Leader** |
| **Location:** |  |

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| **Your Name:** |  |
| **Email address:** |  |

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| **Question 1:**  Do you have six months inbound call centre experience?  Please give details. |
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| **Question 2:**  Do you have proven inbound/outbound sales experience with a track record of delivering KPIs?  Please give details. |
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| **Question 3:**  Do you have strong customer service experience?  Please give details. |
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| **Question 4:**  Do you have experience of managing queries with business customers?  Please give details. |
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| **Question 5:**  Do you have experience of building rapport with internal and external customers?  Please give details. |
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| **Question 6:**  Do you a high level of proficiency with Microsoft Office, social media, email, and Verbal communication skills?  Please give details. |
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