



Estates Care Specialist (Sensitive) – Multiple roles

Salary: £20,000 per annum plus non-contractual commission

Start date: Summer 2018

UK Office: Phillips & Cohen Associates (UK), Ltd, 5 Exchange Quay, 9th Floor, Manchester, M5 3EF

This is an exciting opportunity to join the world's market leader in the highly specialised area of probate debt recovery in a customer and client advisory capacity. We're looking for a class of 12 new 'Estate Care Specialists' in our call centre, full training will be given.

Our compassionate and compliant approach is award-winning, and there's a reason for that. As probate partners of financial institutions, we understand that only we can make the business a success. This is why we like to make sure that our customers are looked after every step of the way. The Company is committed to giving the highest standards of customer service and we achieve this through the on-going development of our colleagues. This is reflected in various awards we have received including Investors in People, Treating Customers Fairly, ICM DCA of the year and the Customer Service Excellence award.

To succeed you'll need excellent communication skills, a compassionate and mature approach and be able to work well under pressure and as part of a team. You'll take pride in what you do and really care about providing an exceptional customer experience. In return, we will provide a fantastic working environment, together with the training and development you need to develop, progress and make the most of your skills. We will recognise and reward all your efforts and hard work appropriately too.

Key responsibilities:

- Liaising with customers and clients
- Maintenance of accurate account information
- Achievement of internal call quality expectations
- Achievement of clear key performance indicators
- To operate compliantly within clearly defined guidelines

Essential skills:

- A compassionate and mature approach
- Excellent communication – call centre / telephony experience preferred
- Ability to make confident decisions
- Ability to establish good working relationships
- To work well under pressure and work with a wide variety of people
- A consistent professional approach to all tasks
- Computer literate

What's in it for you?

- Luxurious office environment in a superb location
- 31 days holidays per year including 8 bank holidays
- Reserved secure car parking spaces available
- Comprehensive benefits and discounts package
- Healthcare Scheme*
- Company pension plan*
- Life Assurance*
- Cycle2work scheme*

* Subject to qualifying period.

Working Pattern – 37.5 hours per week based on a shift rota

Monday – Thursday (Alternating 8am-4pm and 12pm-8pm)

Friday (Alternating 8am-3.30pm and 10am-5.30pm)

Saturday (9am-1pm – working one in four Saturdays)