



Call Centre Operative - Out of Hours and Weekends

VMS Fleet Management Limited

Location: **Woolpit – Bury St. Edmonds**
Hourly Rate: **Evenings £8.00 – weekends £8.60 per hour**
Date posted: **March 2016**
Job type: **Part-time**
Company: **VMS (Fleet Management) Ltd**
Contact: **Christopher Oak**
Ref:

Summary of role:

VMS (Fleet Management) Ltd is a forward thinking fleet management and contract hire company with facilities throughout the UK. VMS provides a range of services to both blue chip and SME fleet operators and Insurance companies including contract hire, flexi hire, accident management and repair and maintenance services.

As part of our continued growth we have vacancies for Call Centre Operatives to be based at our Woolpit Office, in Suffolk.

Applicants should have strong IT skills, good telephone manner and be able to demonstrate good organisational skills. You must be able to work on your own initiative. Applicants will be working as part of a team. Telephone experience is essential. Duties will include taking incoming telephone calls relating to vehicle breakdowns and arranging repairs.

The Role:

- To create outstanding customer confidence in the service offered by VMS (Fleet Management) Ltd, ensuring a professional performance and exceptional commitment to customer care.
- Ability to process information, gathered from customers and suppliers, via telephone or database, and input, accurately, onto computer systems.
- To ensure the highest standard of courtesy and integrity when interacting with customers; guaranteeing their needs are met successfully.
- To exceed customer expectations at all times.
- To ensure all company processes and procedures are adhered to ensuring data accuracy is maintained.

Key Skills:

- Responsible, accountable, committed and punctual individual with a pro-active/can-do attitude towards all aspects of work.
- Ability to touch type or willingness to learn, during own time, once employment has been agreed.
- Computer literate – knowledge of Microsoft Office (Access, Excel and Outlook) is desirable.
- Ability to communicate and record information clearly and concisely with both customers and colleagues.
- Ability to manage distressed and otherwise difficult customers in a calm and effective manner.
- Candidates will be able to demonstrate working knowledge and experience gained within a similar environment.
- A knowledge of the motor trade/Industry is desirable but not essential.

Personal Attributes:

- Customer care focused.
- Ability to work on own initiative and make difficult decisions under pressure.
- Work well as part of a close-knit team.
- Quick learner with the ability to multi-task.
- Appearance - Smart and well presented at all times.