

Customer Service Agent & Customer Service OOH Agent

- **Location:** Manchester – Ardwick (M12)
- **Hours:** Full Time & Permanent Contracts

Customer Service Agent:

- Hours – 40 per week
- Salary - £24,504.48

Customer Service OOH Agent:

- Hours – 37.5 per week
- Salary - £22,972.95

“Do you want to work for one of the UK’s leading housing and care service providers in the UK? Are you somebody who is open to new opportunities, works to achieve high standards and is customer focused? If so, we have an exciting opportunity for a **Customer Service Agent** and **Customer Service OOH (Out of Hours) Service Agent** to join our rapidly expanding teams.”

The Role

We are looking for an experienced **Customer Service OOH Agent** to join a highly motivated and skilled team who deliver a first-class service to our customers and clients. You will field enquiries from customers across a range of Local and Central Government contracts and services - dealing with matters such as repairs, rents, tenancies, ASB, transport and more. Many of our customers are highly vulnerable and so being compassionate, empathetic and determined to help is essential to being successful within the role. You will work to a number of Key Performance Indicators within a range of Service Level Agreements. Due to the nature of our role as well the specific needs of our customer base, we value quality interactions with our customers over strict telephony-based metrics. You would not typically expect a significant or meaningful conversation in real life to last exactly 5 minutes and likewise, where our customers need it, we focus on talking to them, one person to another.

You can expect daily ‘on-the-job’ support from your colleagues and line management, as well as weekly coaching sessions and monthly 121s – all of which feed into your annual appraisal. We learn and grow together, and so as a team we are invested in your success within the role.

Our Promises to you:

- We will lead you with integrity and trust.
- We will inspire and motivate you to achieve our shared goals
- We will be trustworthy, reliable and dependable at all times
- We will treat you with honesty and respect regardless of who you are and where you come from.
- We will recognise your hard-work and achievements and help you improve in a supportive and structured way, wherever needed.

You'll ideally have or be willing to work towards the following:

- Great Interpersonal Skills
- The drive to take ownership of an issue and see it through to an appropriate resolution.
- Able to work to targets and deadlines.
- Being able to cope with the workload expected in a fast-paced/complex environment.
- Genuinely wanting to connect with people and help them
- Leading by example.
- Problem solving.
- Adhering to established business policies and procedures

Role Criteria:

- Basic IT literacy - able to use Microsoft Word, Excel and Outlook
- Substantial experience within a customer service environment or transferrable skills and a willingness to learn
- Good written and spoken communications
- Ensuring the customer experience is central to all activities by adopting a professional manner when communicating with all stakeholders, this includes but not limited to, appearance, company ID, maintaining a high standard of health & safety requirements.

All our roles require candidates to have the entitlement to work within the UK, Mears does not currently offer visa sponsorship.

Working Hours & Site Details:

- 1. Customer Service Agent – 40 hours a week – fixed shift no weekends:**
 - Monday to Friday – 08:00AM to 16:30PM with 30 -minute unpaid lunch
- 2. Customer Services OOH Agent - 37.5 hours a week, Evening and Weekends, 2-week rotation - A great opportunity for those who might have commitments during normal office hours such as education, school runs, appointments etc:**
 - Week 1: Monday-Friday (weekend off) – Shift starts at 16:00PM and finishes at 00:00AM with 30-minute unpaid lunch break
 - Week 2: Monday-Wednesday (Thursday & Friday off) & Saturday-Sunday – Shifts on a weekday remain the same as above and on a weekend can range between 08:00AM – 16:00PM (Morning Shift) or 16:00PM to 00:00PM (Evening Shift)

Site Information:

- The role is fully office-based at our location based in Ardwick (M12) – great transport links, 5-minute walk from Hyde Road.
- Free Parking on-site – ANPR system – facilities to store bikes and motorbikes onsite

- Free shuttlebus from site to Manchester Piccadilly station in 15-minute intervals - between 7:30AM till 9:30AM and then between 16:30PM and 18:30PM

Where shift/working pattern adjustments need to be made subject to business need, these will always be communicated at least a month in advance.

Benefits we can offer you:

- Friendly, supportive and progressive work culture and environment.
- 25 days annual leave plus bank holidays
- Annual Mears Fun Day – Free day out for you, friends/family paid for by Mears in recognition of your hard work throughout the year – For employees in England, this is usually a theme park such as Drayton Manor.
- Volunteering Leave - Mears supports employees to undertake paid volunteering in the community, in support of our social value commitments – do something worthwhile for a cause close to your heart.
- Staff perks with Mears Rewards - discounts of up to 10% weekly groceries, holidays, eye test vouchers, Share save scheme, plus much more
- Employee Assistance Programme – Confidential support services for Mental and Physical wellbeing
- Mental Health First Aider Network – Confidential MHFA support and signposting.
- Employee of the Month Award (Departmental) – a chance to win recognition within the department as well as monthly/yearly rewards vouchers.
- Extensive L&D Programme that offers fully accredited certification in areas such as Prevent/Safeguarding and Mental Health Awareness.
- Mears Amazing Employee Awards
- Subsidised Eye Tests and cost towards glasses for DSE use
- Employee Networks and Sub-Forums

Mears Group is a Disability confident employer and recognises our people as our greatest asset, we hire individuality, recognising and valuing everyone is individual and ensuring equal access to opportunities for all regardless of social economic background or individual make up.