

Call Handler

Location: Farnborough

Salary: Competitive salary, bonus and benefits

Job Brief

We are looking for a Call Handler who will work within our Client Liaison team. The purpose of the role is to arrange quality appointments that lead to increased revenue and brand reputation.

Main Responsibilities

- Work as part of a team receiving a high volume of inbound calls from clients, prospects and pension scheme members wishing to book appointments or be provided with pension related information (FAQ's and ongoing training will be provided)
- Work as part of team making outbound lead generation calls to clients and prospects
- Generating required number of quality appointments (i.e. where there is a genuine need for our advice) to clients and prospects
- Producing accurate records on all activity, highlighting any issues and training needs, or where a change in approach is required.
- Comply with all mandatory fields on scripts, as well as accurate recording and reporting on all call activities within our back office system.

Candidate Requirements

- Essential experience needed of working in a Marketing, call centre or customer services team where role includes making outbound calls and receiving inbound calls
- The ability to work well under pressure to targets and deadlines
- Excellent communication and listening skills
- Excellent telephone manner
- Good computer skills
- Accuracy and attention to detail is paramount
- Track record of meeting and exceeding targets in a fast paced and targeted environment
- Ideally have knowledge of the regulatory requirements of telephone based marketing, including FCA and Data Protection Act
- Act with integrity
- Must have desire to learn and progress within financial services

Interview Process

- 1st Stage = Telephone interview
- 2nd Stage = Competency based interview and telephone role play

How to Apply

To apply for this role please click on the **Apply** button below.

APPLY NOW

Alternatively send a covering letter and a copy of your CV to hr@origenfs.co.uk