

<b>EMPLOYER NAME &amp; ADDRESS</b>	Alertacall Ltd, Pit Farm Farmhouse, Haggs Lane, Cartmel, Grange-Over-Sands, LA11 6HE
<b>TELEPHONE NO:</b>	0845 094 5201
<b>CONTACT NAME &amp; POSITION</b>	James Batchelor, Managing Director
<b>JOB TITLE</b>	Customer Services / Customer Carer
<b>VACANCY DETAILS/ DUTIES</b>	<p>We are a small but fast growing company that ensures older and vulnerable people from all over the UK are safe each day and speak to our customers a lot on the telephone. You would be expected to help where you can with whatever is required to ensure the success of the business and when adequately trained there is an opportunity to work from home a significant amount of the time. Core duties are:</p> <p>Making safety check and reassurance calls to customers.  Advising customers how our services work and answering questions.  Setting up new customers on our service.  Assisting with a range of office, clerical and business duties.  Working on company exhibitions stands meeting members of public.</p>
<b>TRAINING &amp; QUALIFICATIONS OFFERED</b>	<p>Training offered on a case by case basis.  We will help you develop your work related skills.</p>
<b>QUALIFICATIONS REQUIRED</b>	<p>GCSE – English Language and Mathematics at C grade or above.  You must have a full driving licence with no more than 3 points.</p>
<b>QUALITIES, SKILLS, CHARACTERISTICS</b>	<p>Confidence at interacting with people on the telephone and in person.  Patience and a willingness to carefully listen to what our customers say.  Reliability, punctuality and integrity of utmost importance.  Confidence to say “I don’t know” and ask questions when needed.  Must like to learn about new things and have an attention to detail.  You must have good Internet and general computer usage skills.  Keyboard and Microsoft Office skills a distinct advantage.</p>
<b>PAY</b>	Up to £13,250 per annum.
<b>HOURS OF WORK/BREAKS</b>	<p>Average 24 shifts per month. Shifts are typically 8am-3.30pm or 3.00pm-10.30pm.  Shifts split equally between morning and afternoon starts and planned with you.  4 shifts a month at weekends, but you will get a min of 2 weekends off per month.  Potential for significant amount of work to be based at home when fully trained.  Occasional travel to meet customers, go to exhibitions, meetings etc.  Office work based at Cartmel near Grange-Over-Sands.</p>
<b>PERMANENT OR TEMPORARY</b>	<p>This is permanent work that could lead to wide range of other interesting job opportunities for the right candidate.</p>
<b>HOLIDAYS</b>	20 days per annum (accrues proportionally in year one)
<b>OTHER INFORMATION e.g. transport, additional benefits etc.</b>	<p>Potential for various performance related benefits at the sole discretion of the Directors as and when the candidate has proven themselves.  Applicants need quality references and will be Criminal Records Bureau checked.</p>
<b>METHOD OF APPLICATION</b>	<p>Email <a href="mailto:jobs@alertacall.com">jobs@alertacall.com</a> outlining your skills, your general interests. Include as much detail as possible about work experience to date and details about your hobbies, interests and anything interesting about yourself.</p>

<b>INTERVIEW ARRANGEMENTS</b>	You will be interviewed at our office in Carmel.
<b>CLOSING DATE</b>	Open until role fulfilled.
<b>DATE OF NEXT CONTACT</b>	