

Job Title: Customer Care Specialist (full time 37.5 hours per week)



Customer Care Specialist (full time 37.5 hours per week)

Exciting times for Coloplast!!! We are continuing to grow despite uncertain times...

Coloplast are in a positive position of continued growth, and we are therefore looking for new recruits to join us within our award winning Contact Centre in Peterborough! This is your opportunity to become part of a great team, who take pride in delivering exceptional customer service, making a difference to people's lives every day.

This position

We are looking for friendly customer service staff to deliver a fantastic service to our customers each and every day. To be successful you will be able to demonstrate excellent communication skills, have a genuine desire to help others, be computer literate and critically, be looking for a role that will allow you to develop and succeed.

Role Responsibilities:

- Most importantly you will be expected to put the Customer at the forefront of everything that we do
- You will answer incoming telephone calls from customers and perform duties including: processing orders, answering questions on products and/or services, research orders and other records to resolve problems whilst offering solutions
- Work closely with internal colleagues/other departments to ensure excellent customer service is provided

Experience Required:

- Experience of responding to the needs of customers and putting the customer at the forefront of every decision
- High level of computer literacy, the ability to navigate systems
- Familiarity of working in a fast moving environment
- Customer Service experience, ideally from within a contact centre, but we are happy to hear from you if you have Customer Service experience from another role. We have previously seen successful applicants from retail, beauty, health and social care, front of house staff, GP Surgeries and many more...

£18,650 is our starting salary and there is an annual bonus potential of an additional £1200, therefore your realistic achievable earnings are **£19,850**. On top of this we offer a profit related pay scheme paying up to an additional 5% of your salary each year. We regularly offer overtime should you wish to accept this to support the demands of our customers as well as this being an opportunity for you to earn yourself some additional funds!

Our shifts are daytime only with our telephone lines closing at 6pm, so no late night evening shifts to consider. We do work Saturday mornings on a rotational basis, and you will receive time off in lieu for the hours worked.

Coloplast offers all employees a comprehensive benefits package including 28 days holiday (plus bank holidays), private health care, pension, profit related pay, company share scheme, free parking (although we are also on a bus route) and many other flexible benefits including gym membership and bike to work scheme.

We continually develop our staff encouraging progression within the organisation.

About us

Coloplast is a Market Leading healthcare company with a strong record for product and service innovation. We work in close partnership with the NHS and Health Care Professionals to make life easier for people with intimate healthcare needs. We offer great career opportunities plus a strong benefits package for our staff.

Need more information

For more information please visit our website at www.coloplast.co.uk/curious

Deadline

If you are interested in this position, please apply online as soon as possible. Telephone Interviews will take place over the next couple of weeks. We have vacancies for our next induction which is a comprehensive process ensuring that you are fully equipped for your new role. The safety of our team is really important to us, therefore inductions are operating with strict safety measures in place.

Please note: We require all new starters to be available with no holiday during the first 6 weeks of employment due to training requirements. Candidates need not apply if already applied in the past 6 months.

Pursuing an ambitious growth agenda, Coloplast develops and markets products and services that make life easier for people with intimate healthcare needs. Employing about 12,000 people and with products available in more than 143 countries, we are one of the world's leading medical device companies. We are constantly growing our business and always looking for new ways to move forward – we explore, learn and look for new ways of doing things.

Coloplast is committed to being an inclusive organization, where people bring their differences to work each day, fulfil their potential and have a strong sense of belonging because – and not despite – of their differences. We therefore encourage all qualified candidates to apply regardless of gender, age, race, nationality, ethnicity, sexual orientation, religious belief or physical ability.

Visit us on Coloplast.com.

Watch the film. Follow us on LinkedIn. Like us on Facebook.