

Contact Centre Adviser Vacancies

Citizens Advice Manchester is an innovative and successful advice service, we have exciting opportunities available for Contact Centre Advisers on our Consumer Advice Helpline.

When buying goods or services consumers are offered protection by law under the Consumer Rights Act. Our Consumer Advice Helpline supports clients when things have gone wrong or when they have been treated unfairly as a consumer. This can include problems with: credit and store cards, faulty goods, counterfeit goods, poor service, contracts, builders, rogue traders etc. Our advisers can also refer complaints to local Trading Standards Officers who can investigate on their behalf when appropriate.

We are seeking to appoint people to work in our professional and friendly contact centre located in central Manchester. Applicants need to be comfortable working in a target driven environment and have a desire to help people. If you have:

- Experience delivering excellent customer service in a contact centre or customer service environment
- A professional manner with good communication skills and the ability to deal confidently and sensitively with members of the public over the phone
- A commitment to equality for all
- Good data entry skills and can assess information quickly and accurately
- The ability to learn quickly and work under pressure
- The desire to participate in an initial intensive training programme

Then this could be the role for you! Start the application process by downloading a job pack from our website: www.citizensadvicemanchester.org.uk/work-with-us and sending in your CV to: hr@citizensadvicemanchester.org.uk

We can offer you a supportive culture within a charity setting committed to social justice and an attractive remuneration package with excellent terms and conditions of employment including:

- **A Salary of £16,926 rising to £17,513 following probation**
- **Full-time working week of 35 hours**
- **Pension scheme**
- **Health Plan with integrated Employee Assistance Programme**
- **City Centre location**

Our application process consists of a short telephone interview, successful applicants will be invited to attend an assessment day on **Thursday 30 January**. The assessment day will provide you with an overview of our organisation and the Consumer Advice Helpline (more information on this in the pack)