

## **Sample Job Advert – Contact Centre**

### **Customer Service Adviser Apprenticeship, Sky, Livingston**

You'll receive brilliant training including customer service training as well as working towards a nationally recognised Level 2 SVQ Certificate in Customer Service.

You'll need to have National 5s in English and Maths. Plus, excellent communication and team working skills. Your desire to delight customers will be right at home here on this fast-paced apprenticeship.

You can choose to join us in Customer Service – where you'll help people overcome any issues they may be having; or Customer Sales – where you'll match our products and services to our customers' needs. Wherever you work, you'll see how we all pull together to deliver brilliant customer service that not only keeps existing customers but attracts new ones too.

What's more, you'll get to build on your customer service skills, but also work towards an SVQ and technical competency certificate. When you join you'll have access to our fantastic range of benefits, including generous holiday and competitive salary.

#### **Your skills and talents:**

We never forget to say thank you in this organisation, so a polite, friendly and helpful attitude is essential. Add in some sound decision-making and a quick-thinking mind that can absorb and process information quickly and you'll have just the sort of skills we're looking for.

You'll be the first point of contact for our customers who are looking for help. Answering calls and responding to emails, you'll make every one of them feel special – showing that you understand the problem, doing everything you can to get the solution they need quickly and making the most of every opportunity to promote our products. So you'll need to deliver brilliantly and handle everything with a positive and professional attitude.

Plus, we're looking for excellent communication and team working skills.

In return for your hard work, you'll have access to unrivalled career opportunities and benefits, all on top of a great place to work. We proudly support the Government's initiatives on apprenticeships, so expect excellent training from the word go. You'll be well supported by your line manager and a buddy who can give you regular advice and guidance.