



**OUTSOURCING**

QUALITY ISN'T AN ACT, IT'S A HABIT

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## CUSTOMER SERVICE ROLE

Are you looking for a job that can give you lots of satisfaction, variety and interaction with people? Would you like to join a great company that is highly respected and already has a wonderful team?

Who will I be working for?

Omnia Outsourcing provides support to small and medium sized businesses to help them run efficiently. We offer a suite of services to manage other companies back office services; such as, payroll, bookkeeping and HR to name a few.

So, what will I actually be doing?

Well, it's down to **YOU** to make sure our clients, customers and workers have a good impression of our company, making sure every person you speak to is happy with our service and providing help and advice whenever you can. The main part of the role is interacting with clients and workers answering queries and providing information. You will do this on the telephone and via email.

You'll be kept up-to-date with all the latest legislation and rules so you can explain it when required.

The finer details...

Normal working hours are 8:30 to 17:00 Monday to Friday, occasionally there might be a need to work later, the plus side to this is there are regular rewards and team benefits – we do like a bacon roll on a Friday.

Omnia has a relaxed casual approach to what you wear, of course we want our team to look smart but that doesn't mean suits.

What's the salary?

£18,000 - £22,000 depending on experience. There's also the possibility of earning bonuses.

The good points...

This role has lots of job satisfaction on a daily basis, as you'll be helping people with their needs and problems every day.

...and the bad



When customers complain they can rant a bit, and although it probably isn't your fault, expect to hear about it anyway.

What next?

So, if you are still reading and you are; friendly, patient and quick-thinking, like working in a team, want to help people, have good IT skills and good numeracy skills?

Get in touch; email your CV to [info@omniaoutsourcing.com](mailto:info@omniaoutsourcing.com) or call 0118 334 8588 and ask the team any questions you like?