

Multi -Skilled Call Centre Agent

Salary: £7.38 - £7.83 per hour

Based in: **Runcorn**

Posted On: **Not Posted**

Additional Package Info: **Competitive**

Would you consider yourself an experienced Call Centre Agent?

Are you looking for an exciting opportunity joining a brand new project that provides both challenges and rewards?

How would you like to work for a prestigious and outstanding global organisation; an organisation that provides seamless and intelligent technology to road users around the world, emovis? Sound's interesting? Apply today!

An exciting opportunity has arisen for Inbound Call Centre Agents to join our team on a Fulltime basis!

Reporting to the Team Manager, the Call Centre Agent provides effective and efficient service to customers.

Taking inbound calls whilst providing a high level of customer service at all times, your duties will include:

- Understand customers' needs and determine the appropriate course of action in line with agreed standard operating processes (SOPs) and policies
- Registering new accounts & administration of existing accounts
- Processing payments over the phone
- Set recurring payments (e.g. direct debit) over the phone
- Process Penalty Charge Notices, Appeals and Representations as part of the Enforcement Services

Essential Requirements:

- Educated to GCSE standards with a pass of C or above desirable (or equivalent BTEC or other qualification)
- A minimum of six months experience as a Call Centre Agent or Customer Service
- PC literate
- Able to work under pressure whilst maintaining high standard of customer service and accuracy



emovis

an Abertis company

- Flexible
- Clear DBS check

About Our Company:

emovis is the leading service delivery and technology arm of Abertis in the global markets for all electronic tolling and smart mobility solutions. With over 600 employees across 7 countries, we are committed to helping millions of motorists travel seamlessly along the world's busiest highways.

emovis is focused on keeping roads moving through all electronic tolling and smart mobility solutions. We design, implement, maintain and operate state-of-the-art road pricing solutions, including:

- All Electronic Tolling (AET)
- Open Road Tolling (ORT)
- Multilane Free-Flow Tolling (MLFF)
- Pay-by-Plate Tolling (also known as Video Tolling)
- Non-Stop Electronic Toll Collection (ETC) lanes
- Road User Charging solutions (also known as Pay As You Drive)
- Nationwide Truck Tolling schemes
- Congestion Charging Schemes