



Coffee Client - Customer Services (Inbound Calls working from home)

Training for this position starts on the 1st July
Mon-Fri 1pm to 5pm for 15 days

The role will involve:

- Communicating with customers in a courteous, friendly and professional manner in compliance with the Company's Customer Service ethos
- The use of effective listening skills to check for understanding and determine the customers' needs
- Answering inbound calls, assisting in troubleshooting calls, order taking, setting up new customers
- You will need to work a minimum of 15 hours per week for this role (2 hours of which must be done over a weekend)

Hours available for this role once training has been completed will be between 9am – 9pm Mon - Sun. This is suitable if you are only looking for 15 – 40 hours a week.

You will be able to earn up to £9 per hour depending on your performance.

A training fee of £30 will be payable to Arise UK when you enrol for this opportunity after you have passed the necessary assessments first.

For this role, you will need:

Laptop or PC (Not an all-in-one desktop) with at least 4GB of Ram, An Intel i3, i5 or i7 processor, Windows 7, Windows 8 / 8.1 or Windows 10 and a Screen at least 15.4” (or if using a laptop with a screen smaller than this, a second monitor at least 15” connected to your laptop.) - A Mac can also be used - please contact for specs. ****Please note that custom-built PCs or the MacBook Pro will not work****

- Wired connection to broadband (Wireless is not permitted and will not work)
- Landline with headset (We can point you to websites where you can get one of these)
- VOIP Headset for your PC or Laptop (Again, we can point you in the right direction)

Please note

This role is on a self-employed basis therefore you would need to arrange payment of your Tax and National Insurance to HMRC.

We will be here to help and support you along the way during the admissions process, through training and going forward once you have certified and started taking calls.

A service fee of £1.37 per day will be deducted from revenue to cover costs of using the system and IBO Fee for processing pay etc.