

VACANCY DETAILS

JOB TITLE: CUSTOMER SUPPORT ADVISORS / CALL PLANNER

LOCATION: Head Office - Horsforth - Leeds

FULL & PART TIME OPPORTUNITIES

CONFIDENT COMMUNICATOR

GOOD LISTENER

DECISION MAKER



EXCELLENT TELEPHONE MANNER

WILLING TO LEARN

ENJOY WORKING AT A PC

If you have answered 'yes' to these questions then one of the opportunities within our Support Centre may well appeal to you. You won't be required to undertake cold-calling or to push for sales, and you'll face no harsh targets.

As a **CUSTOMER SUPPORT ADVISOR**, your role will involve responding to customer requests for service, the logging of service calls, spare parts ordering and dealing with customer enquiries.

There are various working patterns available for *Customer Support Advisors*:

Saturday – Sunday during the day (08:00 – 17:00): 16 hours/week

Saturday – Sunday evenings (17:00 – 22:00): 10 hours/week

Our **CALL PLANNERS** focus upon the overseeing and monitoring of the work activity / work progress of our field-based engineers: ensuring that that machine service requirements are attended to promptly; monitoring for excessive time spent travelling and excessive work time on site; optimising the number of engineering jobs completed per day by ensuring that engineers have work allocated at all times. You will be using a computerised scheduling system and will liaise with Field Service Supervisors to highlight and resolve issues.

Shift pattern:

Saturday – Sunday evenings (17:00 – 22:00): 10 hours/week

For both positions, it would be advantageous if you had experience in any of the following: call allocation / telephone-based customer service provision.

To apply for one of these roles please send your up-to-date CV and covering letter, confirming your current wage / expectations to Corinne Quin, HR Manager, Gamestec Leisure Limited, Low Lane, Horsforth, Leeds, LS18 4ER. Alternatively, you can e-mail your application to: recruitment@gamestec.co.uk. **Please clearly state within your application which role and shift pattern you wish to be considered for.**

Application closing date: Thursday 28 August 2008.

These vacancies are open to internal and external candidates. Only applicants who have a legal right to work within the UK will be considered.