

Call Centre Assistant

Hours: Full Time & Part Time

Salary: Dependent on experience

Location: Hereford, UK

The Christian Broadcasting Network Europe is part of a global organisation with its UK office based in Hereford. It is our vision to share the Gospel to all nations, and disciple through TV programming, multimedia, humanitarian outreach & prayer centres, in a relevant & practical way. CBN Europe is an exciting, vibrant place to work and we are looking for staff to join our expanding team.

This is an exciting new opportunity within the Call Centre Department. We are looking for enthusiastic call centre assistants to join our ministry, to support the growing network of partners and projects as we enter a new season.

What will you be doing:

Receiving inbound calls to respond to callers' prayer requests and administrative queries.

Making outbound calls for a variety of purposes.

Following a structured call process, with set goals and objectives.

Processing donations & other technical duties using our partner database.

Carrying out of general office duties as required.

What we are looking for:

Call centre experience is an advantage, but not essential as full training will be given.

An excellent communicator with a good telephone manner.

An excellent listener with the ability to empathise with others and aware of the importance of confidentiality.

Enthusiastic, resourceful with a calm, confident and positive attitude

Experienced at working in a team environment.

Someone confident with the use of a computer (emailing, basic Microsoft knowledge, database systems) with the ability to learn new softwares.

Able to work flexible hours when required to cover holidays, sickness & peak times of year.

Please send your CV with covering letter to Mark Dijkens at: jobs@cbneurope.com

@CBNEurope

There is an occupational requirement under Schedule 9 of the Equality Act 2010 for this post to be held by an active, practising Christian who assents to our statement of faith.

