



Job Details

Reports to: General Manager

Title: Contact Centre Specialist.

Location: Limerick.

Duration: 12 Months.

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

The Contact Centre Specialist will play a key role in driving customer focused initiatives in our Limerick Contact Centre. You will have the opportunity to lead a number of projects and provide assistance to some ongoing projects. You will gain project management experience, learn how to manage a team and get an understanding of demand and resource planning in a Contact Centre Operation.

Key Responsibilities

- Help identify initiatives to enable us to deliver heartfelt service – this may be achieved by any of a number of means including reducing call volumes, reducing call handling time, increasing first call resolution, improving customer satisfaction figures, etc.
- Drive improvements in current procedures and processes to eliminate unnecessary work and maximise the productive use of resources.
- Build and maintain effective relationships with all Team Leaders, wider business and 3rd parties to attain business objectives.
- Work with the operations managers to ensure resources are being managed to plan and effectively across all lines of business
- Participate in projects that improve support-related processes and customer experience.
- Take responsibility for self-learning
- Work closely with our Operations, Learning and Quality teams to support the change across our front line teams

- Be a brand ambassador, internally and externally

The Person:

You'll be a self-starter, have the ability to work as part of a team as well as work autonomously, have a proactive approach to work, with a keen eye for detail and the ability to deliver to deadlines. If you join us as a Contact Centre Specialist we would want you to have:

- Ability to think innovatively and not be constrained by current practices.
- Ability to manage a demanding, wide and varied workload effectively.
- Analytical skills and attention to detail.
- Strong written and verbal communication skills.
- Ability to be flexible and adaptive to changing project requirements.
- Competence with MS Office tools, particularly Excel (data analysis, ability to move around a spreadsheet with ease).
- Excellent planning and organisational skills
- The ability to spot opportunities for continuous improvement.
- A keen focus on efficiencies through people, process or system optimisation.

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply <https://virg.in/VMIEgrads>

Closing date for the graduate applications is 31st January 2018!

Not your ideal job? Visit our career page to view all of our other open vacancies; <http://www.virginmedia.ie/careers>

Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.