



Telephone & Digital Assessor

Salary: £22,500 (pro rata £12,600 pa)

Hours: 21 per week

Location: London Borough of Bromley

Fixed term contract: To 31 March 2020

An exciting opportunity has arisen for a Telephone & Digital Assessor to join our dynamic team. The majority of enquiries relate to welfare benefits, debt, housing and employment issues, but calls cover a wide range of advice needs and no call is ever the same.

The successful candidate will have a pleasant telephone manner, good listening skills and be a strong communicator. They will have the ability to remain calm under pressure and deal sensitively with clients from all backgrounds.

You will have the ability to produce clear, concise and accurate records of the telephone call using prescribed electronic case recording systems and be able to type as you talk/listen.

Previous experience in advice, customer care or working in a call centre is essential.

For an application pack, please visit our website <http://bromleycab.org.uk/jobs>

Closing date: Wednesday 22nd May 2019 at 5pm

Interview date: Monday 3rd June 2019

Citizens Advice Bromley values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds.