

Contact Centre Recruitment



Here at Yolk we are experts in the fast-moving and constantly evolving world of Contact Centre's. We recruit across a number of industries for a portfolio of key clients including blue chips and outsourcers, both private and public sector. We partner closely with Contact Centres to recruit for volume based projects on temporary, temp to perm or permanent basis' as well as contingency based recruitment.

We recruit for all roles within the Contact Centre field including:

- Customer Service Representatives
- Sales Advisors – inbound and outbound
- Team Leaders / Team Managers
- Training / Training Managers
- Analysts – MI/Resourcing/Performance
- Insurance Claims / Underwriting
- Collections Advisors
- Technical Help Desk / 1st Line Support Advisors

All Yolk Contact Centre's Recruitment Consultants have both a Recruitment AND Contact Centre background, so they really understand the pressures and technicalities within the industry. Here at Yolk, we really do live and breathe Contact Centre's, we even talk the jargon. So if you want to know the difference between ACD's, AHT, ACW and ASA's then you're in the right place!

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I found Yolk to be a first class and extremely professional recruitment agency. They took the time to understand my skills, experience and motivations and quickly matched me with suitable, challenging roles. Friendly, honest and reliable throughout and always maintaining regular contact to keep me updated. I would have no hesitation in recommending Yolk to everyone I know.

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Leighton Phillips
Commercial Director
Moorlife Ltd

Deal with Yolk and you're dealing with a Contact Centre expert, so call us now on 02920 220078 or email info@yolkrecruitment.com for an immediate response from a Contact Centre consultant.

info@yolkrecruitment.com

Companies we work with

motaquote



PRINCIPALITY

Role	Minimum (£)	Average (£)	Maximum (£)
Contact Centre Manager	40000	49000	70000
Customer Services Manager	28000	33000	44000
Team Leader/Manager	18000	26000	34000
Underwriting Manager	40000	52000	70000
Training Manager	25000	31000	45000
Trainer	18000	25000	35000
Project Manager	30000	38500	55000
MI/Business/Resource Analyst	20000	28000	40000
Underwriter	18000	22000	27000
Customer Service Advisor	13500	15500	18000
Inbound Sales Advisor	14000	16000	20000
Collections Advisor	16500	18500	22000
IT Helpdesk	15000	17750	24000
Network Administrator	18000	23500	30000
Software Developer	24000	32000	50000

*salaries noted are basic salaries (not including bonuses). Information on suitable bonus schemes and expected OTE's is available from York Recruitment on request.

Notes

