

**HANOVER
SCOTLAND**

**CARELINE TELEOPERATOR
£14,345 to £16,176 pa including allowance.
29.2 hours per week.**

Our new, state of the art Careline facility continues to provide our long-established, award-winning range of telephone support services to customers in the community with special needs, and to organisations throughout Scotland.

To meet our high standards of service delivery, you will have the ability to handle all incoming calls, ranging from routine to emergency. You must, therefore, be able to communicate sympathetically and effectively with customers, with clarity of speech and presentation.

Your personal skills will enable you to display via telephone and in writing your confidence and empathy in providing re-assurance, particularly in pressing or emotional circumstances experienced by our clients.

In your commitment to service excellence, you will show great attention to detail, have good keyboard skills and be fully conversant with IT systems. We will provide detailed training in the database applications used to provide our services.

This post involves working a rotational shift pattern encompassing day, back and nightshifts across all 7 weekdays, and an average of 3.5 working days per week. (Ref 0084)

Closing Date: 30th August 2004

**CARELINE SUPERVISOR
£19,548 T £22,970 PA.**

This is a new position for a third person to join Careline's supervisory team

Reporting to the Careline Manager, you will have the personal, management, and organisational skills to ensure that our Tele-operators provide the highest possible standards of calls-handling for individual service users and corporate clients.

You will arrange Tele-operator shift staffing, provide structured system training and support for staff, ensure that service specifications are applied and delivered, and display excellent communication skills working with our staff, individual clients, who are mainly, retired persons and corporate customers.

You will be able to demonstrate excellent staff management and standards of service to delivery to customers and be fully IT literate.

We will provide detailed training in the database applications used to provide our services.

The post involves covering early and back-shifts over all 7 weekdays. (Ref 0093)

Closing date: 30th August 2004-08-23

FOR FURTHER INFORMATION ABOUT ANY OF THESE VACANCIES PLEASE CALL KELLY ON 0131 557 0598, email: recruit@hsha.org.uk or write to the address at the top of this form. Please quote job references where shown e.g. (Ref 0001),