

# Call Centre Administrator

## JOB SPECIFICATION

<b>Employer</b>	Data Locator Group Ltd	<b>Reports to</b>	Head of Acquisition
<b>Hours</b>	Mon to Fri 9am - 5:30pm (Full Time)	<b>Salary</b>	Competitive
<b>Location</b>	64 Clarendon Road, Watford, Hertfordshire, WD17 1DA.		

### Job Purpose

To support a small and busy operations team, helping our department manage the performance and quality of our external call centres. You will work alongside a Quality Administrator and a Planner/Buyer, assisting in all aspects of their work, making the role varied and stretching.

### Key Responsibilities:

- To provide administrative support on all areas of the acquisition and quality process with call centres
- To work closely with other internal teams on compliance and client requests, liaising directly with the call centres
- To maintain performance reports and assist in report analysis on a daily basis
- To deal with any ad hoc requests from the Head of Acquisition

### Key Skills and Experience:

#### Essential:

- Proficient in Microsoft Office – Excel
- Strong organisation skills
- Good attention to detail and able to solve problems
- Good oral and written communication skills

#### Desirable:

- Working with call centres
- Working with external suppliers

#### How to apply

Email your CV to:

HR Manager at [recruitment@dlg.co.uk](mailto:recruitment@dlg.co.uk)