

Employer Profile



Address: The Business Park, Laurencekirk, Aberdeenshire, AB30 1AJ
www.journeycall.com

Launched in 2003, Journeycall is a unique specialist customer contact services supplier, with expertise in telesales, travel information, customer services and back office support.

We specialise in the provision of services to the public transport, smartcard and travel sectors.

Clients include Stagecoach, Go-Ahead, Transport for London (Oyster smartcards) and the Association of Train Operating Companies (Disabled Persons Railcard).

Journeycall has experienced rapid growth, turning it into a multi-million pound business, with contact centres at Laurencekirk and Brechin, 120 staff handling over 5000 calls, emails and letters daily.

Benefits:

- Flexible shift patterns
- Competitive salaries
- Company pension available
- Staff development
- Staff achievement incentives
- Career progression
- Comfortable working environment

What we are looking for:

- Motivated individuals
- Deliver outstanding customer support and service
- Professional
- Enthusiastic
- 'can do' attitude
- Basic IT skills
- Excellent telephone manner
- Passion for customer service
- Friendly and polite

Hours of work:

Journeycall is open Monday – Sunday, 7am – 10pm, excluding Christmas Day

Career Opportunities:

Internal promotion within the business regularly takes place when considering new team leaders and managers and staff are able to take part in a planned career progression plan as part of their appraisal process.

Recruitment Process:

We recruit locally by newspaper advert in the Mearns and Angus areas surrounding our contacts centres at Laurencekirk and Brechin. We welcome speculative enquires at any time. Following successful interview employees undertake classroom and practical training and mentoring for up to 3 months.

Location:

Journeycall's two contact centres, at Brechin and Laurencekirk, are both very pleasant working environments. Their countryside locations are an immediate advantage with, for instance, majestic views towards the Grampian mountains from outside the Laurencekirk centre. Shops are close at hand, with excellent public transport links in both Laurencekirk (new National Rail station opened in 2009) and Brechin. There are a number of bus routes connecting Brechin to local towns such as Montrose, Arbroath, Edzell and Laurencekirk.