

Employer Profile



Address: Tesco Customer Service Centre, Baird Avenue,
Dryburgh Industrial Estate, Dundee DD2 3TN

We are always looking for new talent to join our team at our Customer Service Centre, and look for people who have potential to become excellent Customer Service Advisors. Our Customer Service Centre is a very busy and challenging environment helping customers with queries on different areas of our business including Clubcard, Tesco Direct and Grocery Home Shopping.

We recognise the importance of looking after our people to ensure that they deliver first class customer service to our customers'. There is a lot to learn but we support our people all the way by giving the training they need to become excellent Customer Service Advisors and valued members of our team.

We love to hear from people who are able to offer a fantastic customer experience, either within our Centre or as part of our newly established Homeworking Operation.

Benefits:

- Contributory defined first class pension scheme
- Incremental holidays, starting 22 days and 9 bank holidays
- Company "Shares in Success" scheme
- Optional Save as You Earn/Buy as You Earn schemes
- Competitive salary
- Staff Discount (10% after 6 months of service)
- Local/National staff discounts
- Optional Trade Union Membership
- Social, Charity & Community Plan Teams
- Subsidised staff canteen

What we are looking for:

Skills & Knowledge:

- Passion and focus to provide excellent Customer Service
- Excellent communication skills
- Enthusiasm

- Personal Integrity
- Ability to work as part of a Team
- Flexibility
- Basic computer skills
- Previous Customer Service experience preferred but is not essential

Hours of work:

We have a variety of shift patterns on a part-time and full-time basis. We operate 7 days a week and our opening times are as follows:-

Monday-Friday 0800 - 2300 hours
Saturday 0800 - 2000 hours
Sunday 1000 - 1800 hours

Career Opportunities:

We give you the ability to drive your own career progression and reach your full potential.

Some of the opportunities we offer include:-

- Options Development Programme
- Ongoing Personal Development Plans
- In-house training/qualifications
- Opportunities in Stores, Head Office and Tesco Bank
- We are a global retailer and also offer opportunities overseas

Recruitment Process:

Vacancies are advertised on our website at <http://www.tescocustomerservice-careers.com/>

- Online application form
- Telephone interview
- Competency based face to face interview

Location:

To reach us by public transport, we are on the 1A, 1B and 1X bus routes.