

contact centre recruitment

Our service has been developed to accommodate the individual needs of our customers for both temporary and permanent appointments across the full range of contact centre functions. Whatever the size or nature of your operation, we tailor our process to achieve the best results allowing you to concentrate on your core activities.

flexible solutions

Our philosophy is simple - to deliver a first class service through communication, development, investment and commitment.

management appointments

We apply a proactive approach, which is designed to attract and select individuals with the best cultural and technical fit for your operation. We endeavour to build long-term partnerships based on success and a clear understanding of your business.

Our service tools include:

- Key competency and cultural identification
- Candidate profiling
- Fully managed advertising campaigns
- Single point of contact throughout process
- Psychometric testing
- Extensive database and candidate network

frontline staff

For inbound customer service agents to outbound sales representatives, we have the knowledge to assess your requirements and develop an effective recruitment solution, which flexes in line with your business needs.

Activity options:

- Candidate benchmarking
- Telephone pre-screening, competency and behavioural
- Assessment centre design and implementation
- Open evenings and roadshows
- Role-play design and execution
- Online listening and keyboard testing
- Managed advertising campaigns

innovation • energy • commitment • quality

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