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<https://jobs.coepirecruitment.com/job/customer-services-representative-wits>

## Customer Services Representative (Wales Interpretation and Translation Service)

### Description

WITS are currently remote working with long term plans for Hybrid working format.

**The ability to home work is essential.**

### Job Purpose:

To understand, support and advise a wide range of Wales Interpretation and Translation Service customers (Public Sector Bodies) and Interpreters who will be making enquiries concerning translation and interpretation service requirements via the telephone, e-mail or face to face. You will be responsible for resolving a high level of calls at the initial point of contact.

### Responsibilities

1. To provide accurate, meaningful and consistent advice to customers through a number of channels (telephone, e-mail, face to face), ensuring that they understand the action which will be taken with regards to their interpreter/translation request or when allocating work directly to an interpreter.
2. To listen patiently, and convey a genuine desire to help and support the customer.
3. To work with colleagues within the Contact Centre to ensure the highest levels of first time call resolution and customer satisfaction.
4. To work with current and emerging technology to enhance customer contact services.

### Experience and Qualifications

The successful candidate will have and be able to demonstrate:

A sound working knowledge of using software within a MS Windows (or similar) environment.

**Communicating Effectively** – Communicates clearly, concisely and appropriately: gets the message across to a wide range of customers and colleagues.

**Advising** – Provides accurate, meaningful and consistent advice to customers, clearly laying out the steps that will be taken by each party.

**Analysing & Understanding** – Analyses what the customer truly wants/needs takes all relevant factors into account and arrives at logical conclusions.

**Demonstrating Commitment** – Demonstrates a 'can do' attitude, initiative, enthusiasm and a responsible approach to all tasks.

**The ability to speak Welsh would be desirable**

### Date posted

9 January 2024

### Base Salary

£ 10.90

### Job Location

Hybrid: home working/Central Cardiff

### Working Hours

Monday to Friday. 9am to 5pm. 37 hours per week.

### Beginning of employment

22nd January 2024

### Duration of employment

3 months

### Employment Type

Full-time, Temporary

**Contacts**



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