

Contact Centre Career Guide



Why work in a Contact Centre?

Working in a Contact Centre can offer you a large number of career prospects. From answering phone calls to managing a team there is a wide range of opportunities and progression to fit many different circumstances, which is why Contact Centres can be a great career to provide staff with experience or flexibility.

As Contact Centres are often the hub of an entire organisation, the learning opportunities are huge. Within a single location you will have exposure to many areas of the business such as people management, technology, operational management, cultural issues, team working and processes.

Contact Centre roles include:

- Call Centre Agent
- Team Leader/Manager/Supervisor
- Trainers
- Operational Manager

Progression Example:

Customer Service Representative

Team Leader

Customer Service Manager

Customer Service Director



Average starting salary

£16,000*



Average top salary

£35,000*

Is it right for me?

The challenges of a Contact Centre aren't for everyone; it takes a particular set of skills and qualities to create the ideal candidate.

Here are a few of the most important ones:

- Working well under pressure
- Excellent interpersonal skills
- Good telephone manner
- Patience
- Familiarity with computers
- The ability to multitask

What qualifications do I need?

There are no specific qualifications required for a career in a Contact Centre, however any studies in business or communication related subjects or technical skills may help you stand out from the crowd.

What makes a good Contact Centre CV?

- Examples of working in a target driven environment
- List of technical ability in software such as Microsoft office
- Examples of how you have used communication skills
- Instances where you have had to multi task and work in a pressurised environment

*Based on data collected by Yolk Recruitment in 2017

Interested in a Contact Centre career? Get in touch with our specialists:

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