



Job Title	Call Handler
Salary Range	£15,000
Location	Luton

Job Description

We are currently looking for a Call Handler to join our growing Medical Transport Company.

The role requires someone who is friendly and helpful with an excellent telephone manner and an eye for detail. Working as part of a team at our Luton office answering customer calls and using our in-house booking system. Potential to work at other Medical Services offices within the Bedfordshire and Hertfordshire area,

Key responsibilities include:

- Taking customer bookings via the telephone, fax and internet.
- Dealing with daily queries
- Working with fellow team members during peak times to ensure calls are answered and dealt with appropriately
- Dealing with customer queries ensuring specific customer needs are met
- Assisting with overflow telephone bookings
- Update and log all customer contact

The right candidate will have experience working with Microsoft Word, Excel and Outlook. You should be helpful and friendly with a can do attitude.

This role will be based in our Luton office, working Monday – Saturday, 40 hours per week between the hours of 7am-8pm, flexible rotas.

Medical Services is an equal opportunity employer.