



Call Centre Agent

Idox Health – emCare Group, Malta

Home based, Malta

About the role

Are you looking for a part time role, but you are limited due to family commitments? Do you have the ability to work on your own initiative? Are you passionate about improving the quality of care for people? Then this is the job for you.

emCare Group Malta Limited, is an exciting and rewarding company to work for, providing electronic and mobile care. The company offers a number of products and services including telecare, telehealth and mobile care. We are presently expanding our operations and we are looking for Call Centre Agents who will be working from their own homes.

Key Responsibilities:

Your role will entail providing 24/7 customer care service for emCare clients. In this role you will be responsible for assisting and liaising with customers via telephone. You will be required to listen attentively to gather all relevant information in order to assess and provide our clients with the necessary assistance such as contacting emergency services or next of kin whilst ensuring customer satisfaction throughout. You will need to ensure that clients' requests are met and addressed within the Company's framework of quality policies and standards.

The role calls for a person holding a passion for customer service with excellent communication skills in Maltese and English. We are looking for someone that can keep calm when working under stress. Previous experience working in a customer service set-up will be considered an asset. This role is on a shift basis between 19:00 or 19:00 to 07:00 during weekends and 17:00 – 24:00 or 24:00 – 08:00 during weekdays and public holidays.

Training for the role will be provided and ongoing.

Good home internet connection is required, and the candidates need to be computer literate. To apply, you must be fluent in Maltese and English.

About Idox plc

Idox is the leading applications provider to UK local government for core functions relating to land, people and property, such as its market leading planning systems and election management software. Idox provides public sector organisations with tools to manage information and knowledge, documents, content, business processes and workflow as well as connecting directly with the citizen via the web and providing elections management solutions. It also supplies in the UK and internationally, decision support content such as grants and planning policy information and corporates compliance services. Idox delivers engineering document control, project collaboration and facility management applications to many leading companies in industries such as oil & gas, architecture and construction, mining, utilities, pharmaceuticals and transportation in North America and around the world.

The Group employs c.650 staff located in the UK and worldwide, including Asia, Europe and North America.

The Benefits

This post commands a competitive salary depending upon experience, along with an excellent benefits package.

How to apply

Applicants should submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why they feel they would be suited to this role to Join.Us@idoxgroup.com.

Privacy Notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read the Idox Recruitment Data Privacy Policy here <http://www.idoxgroup.com/privacy.html>