



Call Centre Resourcing Solutions

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Summary

- Call Centre Connect is the alternative resourcing solution provided by experienced call centre professionals.
- We combine online training and assessments with best practise recruitment techniques to deliver a service that adds significant value to your existing process.
- Because we charge a flat fee per campaign and not per candidate we can reduce your costs by over 80% when compared to a traditional recruitment agency.

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We're Changing How Call Centre's Recruit

We are the UK's only online recruitment solution dedicated to front line call centre staff that charge a fixed fee per campaign and not per person.

The entire Call Centre Connect Team comes from a call centre background, we understand the industry and we're dedicated to adding value & reducing your costs.

- We advertise your vacancy on up to 70 UK job boards
- Applicants CV's are pre-screened against your specific requirements
- Shortlisted candidates are phone interviewed using questions set by you
- Matching candidates can be trained & assessed online
- View all CV's, interview answers & training results via our online Applicant Tracking System
- Recruit as many people as you want without paying any agency fees

How we compare to agencies & job boards

| |  Call Centre Connect | Standard Advertising | Recruitment Agency |
|----------------------------------|--|---|---|
| Pricing | £795 = 2 weeks Multiple Job Board Ads Unlimited Placements | £99 - £250 Per Job Board | 10-20% of Salary Per Placement |
| Unlimited Placements |  |  |  |
| Call Centre Experts |  |  |  |
| Maximum Job Exposure |  |  |  |
| CV's Sifted |  |  |  |
| Phone Interviews |  |  |  |
| Candidates Trained |  |  |  |
| Candidates Assessed |  |  |  |
| Online Applicant Tracking |  |  |  |
| Recruitment Guarantee |  |  |  |

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Our Service

The concept for Call Centre Connect was born of a desire to improve the level of service available to the industry and to provide a cost effective alternative to using a typical recruitment agency.

- **Pre-screen** – You provide your “must haves” and we check for them in candidate CVs. You also provide up to 3 questions that we ask candidates in a telephone interview.
- **Train & Assess** – You choose several training courses that you would like candidates to take and they are asked to complete them online as part of the application process.
- **Monitor** – All candidate contact details, CV’s, interview answers and training results are updated daily and available online via our Applicant Tracking System.
- **Recruit** – Spend your time more effectively with candidates who are capable of doing the job and who are more likely to remain with you once settled into the role.
- **Save Money** – You can interview and recruit as many of the candidates as you like without having to pay any recruitment agency placement fees.

Benefits

The Call Centre Connect solution is designed to compliment any call centres existing recruitment process and to deliver on three key targets:

- **Reduced cost per hire** – achieved by introducing a pricing structure that recognises the operational requirements for large volumes of staff.
- **Added value** – achieved by identifying the most capable candidates through pre-screening training & assessments and reducing in-house recruitment & training time.
- **Improved customer experience** – recruiting capable candidates who understand call centre work is proven to positively impact attrition and its negative effects on staff morale and call centre efficiencies.

Adding Value

Training

Our online courses are designed by call centre experts and are exclusive to Call Centre Connect. They adopt blended learning techniques incorporating educational pages, cartoon role-plays, downloadable crib sheets and multiple-choice tests.

Customer Services courses cover emotional intelligence, customer advocacy, questioning techniques and difficult customers

Sales courses cover building rapport, questioning needs, objection handling and closing skills

Management courses cover influencing, coaching techniques, performance management and team motivation



Assessment

Telephone Interview Questions

These are chosen by you and determine whether candidates have the attributes required to achieve success in your busy call centre environment.



- Reliability
- Sales drive
- Customer focus
- Supervisor skills

Training Assessments

These tests identify candidates that have the key skills needed to work in a call centre environment through multiple-choice online assessment of learning.



- Speed
- Accuracy
- Concentration
- Listening skills

Applicant tracking system

Our exclusive Applicant Tracking System allows you to closely monitor your campaign online, every step of the way.

View your applications, track their progress through the various stages of the recruitment process, compare CVs and invite or decline candidates at any time.

Maximising Job Exposure









Job board advertising

To maximise exposure of your role, we advertise the vacancy on up to 70 UK job boards including national, regional and industry specific sites.



Reducing Costs *excluding VAT

Our inclusive campaigns cost from just £695* irrespective of how many people you employ.

| Standard Campaign | | |
|------------------------------------|--|--|
| Campaign design & admin |  | <p><u>£695*</u></p> <p>Employ 3 candidates = £231.66* each</p> <p>Employ 5 candidates = £124* each</p> <p>Employ 10 candidates = £69.50* each</p> |
| Job Board Advertising (30+ boards) |  | |
| CV sifting |  | |
| Telephone Interviews |  | |
| Candidate training |  | |
| Candidate Assessment |  | |
| Unlimited candidates |  | |
| Applicant Tracking System |  | |

Case Study



MODern Housing Solutions is a company contracted to carry out maintenance tasks in the homes of 45,000 Military Service Families in England and Wales.

Campaign Overview

| | |
|---|-----|
| Number of applications | 283 |
| Applicants completing training & assessments: | 42 |
| Applicants interviewed | 10 |
| Applicants recruited | 5 |

Campaign cost per hire **£159**

Testimonial

“Call Centre Connect delivered in every way, we had a great response from the advertising, had a choice of over 30 trained & assessed candidates and recruited 5 out of the first 7 people we interviewed. We reduced our initial recruitment spend by over 80%, I have no hesitation in recommending their services”.

George Mallon (Helpdesk Manager)

Who we are

The Call Centre Connect team are experienced call centre professionals who collectively boast over 30 years experience in the industry. We have extensive knowledge of operational management, learning & development and resource & recruitment best practice.

Rob Wilkinson – Managing Director



[Linkedin.com/in/rwilkinson](https://www.linkedin.com/in/rwilkinson)

As an ambitious leader with 10 years call centre experience Rob can demonstrate successful delivery of results in field sales, telesales, retention, telemarketing & customer services.

He is an inspirational people manager with a successful background of leading call centre departments to commercial success within blue chip organisations.

Rob is registered with the Institute of Recruitment Professionals and is an affiliate member of the Recruitment and Employment Confederation.

Will Blanksby – Director of Learning



[Linkedin.com/in/willblanksby](https://www.linkedin.com/in/willblanksby)

With over 10 years experience of designing and delivering learning interventions at every level Will is a qualified coach with a thorough understanding of contact centre operations.

An NLP practitioner with a passion for encouraging learning in others he has a highly creative approach to design and an energetic approach to facilitation

His training capability covers the following areas- Management skills, Trainer development, General communication, Presentation, Influence and coaching skills.