



## Consumer Care Specialist – Outbound Call

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<b>Reporting to:</b> Head of Consumer Engagement	<b>Direct Reports:</b> N/A
<b>Department:</b> Nightingale Home Delivery	<b>Location:</b> Watford
<b>Contract Type:</b> 35 hour week Monday - Friday, working across three shifts: 8am – 4pm, 9am – 5pm, 10am – 6pm. Saturdays 9am-12pm on a rotational basis.	<b>Salary:</b> £25,000 Per Annum Basic Salary + 20% discretionary bonus based on the achievement of KPIs

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### Job description

#### Company Information:

Clinisupplies is a leading UK-based manufacturer and supplier of medical appliances specialising in continence products for managing acute and chronic condition. The company also offers a portfolio of bandages and garments for the treatment of wounds and chronic skin conditions. Employing over 500 people in the UK, China and India, Clinisupplies supplies its products to the NHS and delivers direct to patients' homes through Clinidirect, its dispensing appliance contractor.

Clinisupplies is focused on developing products which are simple and discreet to use. Its product development team works with clinicians and patients to develop a strong product pipeline to be manufactured at its CE, ISO, US FDA approved facilities.

#### Role Overview:

We are seeking a dynamic and compassionate outbound customer service specialist to join our team at Clinisupplies. Clinisupplies are transforming products and services to help people with continence challenges live more freely and we'd love to hear from you.

This role involves making outbound calls to capture information from our existing and newly registered consumers, ensuring a seamless experience. Additionally, the specialist will be involved in various outbound marketing campaigns and consumer focused programmes ensuring the consumer is educated on the products that will support them to manage their condition type.

The ideal candidate will have excellent communication skills, the ability to build lasting relationships over the phone and the willingness to embrace and live our core values.

At Clinisupplies, we have a core set of values which guide who we are and help shape our actions, culture and environment:

Agile  
Collaborate  
Curious  
Sustainable  
Wellness

**Key Responsibilities:**

*The following list provides an indication of the key responsibilities involved in this role but is not an exhaustive list of all the duties that you may be required to do.*

- Make outbound calls to welcome new consumers to the Home Delivery Service
- Make outbound calls as part of marketing campaigns and consumer focused programmes, with a view to ethically increase market share.
- Provide insights and feedback to contribute to the development of products and services.
- Follow up with consumers who have trialled products.
- Collect and process feedback from Consumers and Health Care Professionals
- Be a Subject Matter Expert in your field.
- Report from various internal databases
- Update internal databases, abiding by GDPR regulations.
- Work collaboratively to ensure all Contact Centre service levels are achieved in line with agreed KPI's.

**Experience and Skills Required:**

You'll have:

- Background of working in consumer facing roles with experience of cross selling
- Exceptional communication skills (written and verbal)
- Intermediate IT skills (Microsoft Office)
- Great relationship building skills.
- Excellent telephone manner
- Previous track record of working within a sales or outbound customer service environment is required.

You'll be:

- Positive with a 'can do' attitude and consumer centric mindset.
- Highly organised with the ability to manage multiple tasks in a fast-paced environment.
- Able to prioritise your workload.
- Able to use multiple systems simultaneously.
- Able to take a flexible approach to work and adapt to changing priorities.
- Enthusiastic and results driven.
- Interested in working in the continence sector.

Clinisupplies is dedicated to the continuous development of our employees and offer excellent career prospects for the right candidate. We offer an attractive benefits package including a competitive salary of £25,000 per annum + 20% discretionary bonus, 26 days holiday (increasing with service), plus a day off for your birthday, pension, life assurance, access to private healthcare and a suite of retail discounts, employee assistance programme and additional benefits through our online portal.

Clinisupplies Limited is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

**How to apply:**

If you are interested in this position, please forward your CV to [recruitment@clinisupplies.co.uk](mailto:recruitment@clinisupplies.co.uk) Please note that in addition to the interviews there will be assessments as part of our recruitment and selection process.

NO AGENCIES