



## **Join our UK Team!**

Due to expansion into the UK a fantastic opportunity has arisen for individuals to join our dynamic team. Are you COMPASSIONATE? Do you bring a MATURE APPROACH? Are you SELF-MOTIVATED? If you can answer "Yes" to these questions then please read on...

## **The Company**

Since 1997, Phillips & Cohen Associates, Ltd. have been leaders in the debt recovery industry specialising in probate recovery. Phillips & Cohen Associates operate in a niche market and therefore cannot be measured by average industry standards. To that end, Phillips & Cohen Associates is concurrently one of the fastest growing firms in its market and surpasses its competition in accessibility, professionalism, integrity and percentage of debt recovery.

## **The Role**

We are looking for individuals who are enthusiastic, committed and ambitious self-starters. Your career background is not as important as your desire to succeed. Working in a performance driven call centre environment, we will need you to be a sharp negotiator with a highly professional telephone manner and excellent IT skills. This is an opportunity to join a highly successful, US debt recovery company as they make their mark in the UK.

## **Key responsibilities of the role will include:**

- Contacting representing parties via the telephone with a view to recovering outstanding balances
- Negotiating repayment plans
- Documenting accounts thoroughly
- Achieving minimum requirements (M/R) on all key performance indicators
- Complying with government legislation and guidelines laid down by the OFT (Office of Fair Trading), CSA (Credit Services Association) and the Information Commissioner's Office as well as working within strict company guidelines and that of our clients

## **Essential skills**

- Excellent Communication – both written and verbal
- A compassionate and mature approach
- Ability to make confident decisions
- Ability to establish good working relationships
- To work well under pressure and to be able to work with people from a variety of backgrounds
- A consistent professional approach to all tasks

## **What's in it for you?**

- Competitive basic salary (£17,000 dependant on experience)
- Uncapped commission scheme (OTE £19k - £35k)
- Intensive two week training programme
- Mentoring Scheme
- Luxurious office environment in a superb location
- 20 days holidays per year plus UK statutory holidays
- Healthcare Scheme
- Company pension plan
- Life Assurance
- Free Parking
- Childcare voucher scheme & Cycle2work scheme

## **Our Recruitment message**

Our message at Phillips & Cohen Associates (UK), Ltd is simple. We believe that by selecting the right candidate is part of our key to success. We aim to be open and honest with you through all aspects of our recruitment and selection process and trust that you will be too. After all, we want to work with people who can connect with others and work positively together.

- Step 1 – You need register an interest with us
- Step 2 - The telephone interview – Once you have registered an interest with us we will contact you to discuss the role in more detail. Our aim at this stage is to establish your communication skills, reason/s for applying, a little about your background and to answer any queries you may have. This stage should last no longer than 10 minutes. If successful, we will invite you to the next stage.
- Step 3 – The candidate introduction – This is a great opportunity for both parties to get to know each other some more. You will attend our luxurious office environment to take a tour, meet our staff and find out more about the company, role specifics, pay and rewards. A significant part of this process focuses on whether or not we feel that you can deal with others sympathetically and respectfully. We encourage you at the end of this session to talk to friends and family about your next career move and to imagine yourselves working for our company. We also ask you to call us the following day before a set time if you wish to be considered for the final stage. We hope that this portrays a level of self-motivation and commitment, two things that are also important to us! This stage usually lasts no longer than 1 hr 30 minutes. If successful, we will invite you to the final stage.
- Step 4 – The face to face interview – This will involve competency-based questions. You will be asked to demonstrate your suitability for the role and to provide relevant examples along the way. This stage will usually last 1 hour. If successful, we will contact you by telephone usually no more than 7 working days after the interview. If unsuccessful, we will write to inform you along with a prearranged time to enable us to give you feedback.

### **How to register an interest?**

You can call our Human Resources Manager on 0161 877 5554 ext: 3021 or email [recruitmentuk@phillips-cohen.co.uk](mailto:recruitmentuk@phillips-cohen.co.uk)