

Call Centre

Call centres are a valued part of the Staffing Match portfolio. Due to constant fluctuations in business levels we can ensure the right staff are in the right place at the right time by working in close partnership with our client. Due to needs constantly changing, by working in close partnership we can ensure the right staff are at the right place at the right time.

ROBUST PROCESS.

Staffing Match's recruitment practices allow us to offer our clients a detailed search, selection and induction process. This higher standard of selection gives a greater satisfaction to the employee leading to greater productivity and retention.

All clients have a dedicated Account Manager to project manage and support their recruitment needs.

We offer around the clock service allowing Staffing Match to meet the short lead times given to us by our clients. Ensuring the required recruitment solution first time, every time.

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Our services include recruiting in to the following sectors:

- ▶ **Inbound & Outbound sales**
- ▶ **Customer Service**
- ▶ **Complaints handling**
- ▶ **Business outsourcing**

Full background checks are completed for staff working at sites involved in aviation or allied industries.

OUR ASSURANCE.

Customer satisfaction, average hold time and first call resolution are all key parts of our selection process. While recruiting candidates we focus on getting a match to the role and the client.



STAFFING MATCH

TEMP | MANAGED SERVICE | PERM