

Employer Profile



Address: Tesco Customer Service Centre, Baird Avenue,
Dryburgh Industrial Estate, Dundee DD2 TN

Some of our benefits:

- Contributory defined benefit pension scheme
- Incremental holidays, starting 22 days and 9 bank holidays
- Option to save money or buy shares: Save as You earn/ Buy as You earn
- Company "Shares in success" Scheme
- Subsidised staff restaurant
- Staff discount (10% after 6 months service)
- Local / National staff discounts
- Trades Union membership
- Social Committees
- Charity and Community Plan Committees
- Overtime available at x1 and x1.5 rates
- Part-time and full-time shifts available

Career Opportunities:

- Ongoing PDPs (Personal Development Plans)
- In-house training/qualifications
- Opportunities for the right people to progress within the Customer Service Centre
- Opportunities in-store, Head Office and Tesco Bank
- As a global retailer we offer opportunities overseas

We are looking for:

Skills & Knowledge:

- Listening skills
- PC (Computer) skills
- Customer service background
- Good people skills
- Team worker
- Adaptable to change
- Self motivated
- Flexible and open minded
- Drive

Experience:

- Previous contact centre experience
- Retail / Customer service experience
- Life skills

Work Environment:

- Variety of shifts - we operate 7 days per week (Mon - Fri 8am - 11pm, Sat 8am - 9pm and Sun 8am - 6pm)
- Flexibility needed

Our Recruitment Process:

- Competency based application form
- Telephone interview
- Assessment Centre - 2 hours in total comprising:
 - Competency based interview
 - Job observation
 - Group activities

More about us:

- Free parking on site
- Subsidised restaurant and vending machines
- Free tea and coffee machines
- Staff break out areas:
 - TV lounge with pool tables, Playstation, Nintendo Wii and various slot machines
 - Quiet lounge
 - Internet cafe

Travel:

- To reach centre by public transport
 - 1A, 1B, 1X, Circular buses (10/12)
 - Bus stops outside building