



People. Passion. Performance.

Working at Advantis



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Introduction to Advantis

Advantis collects overdue debt on behalf of some of the largest blue chip companies in the country. It was established in 2004 and now has over 120 employees and a turnover in excess of £3m. Advantis has established a reputation of being a top performing agency with a strong compliance record, providing excellent customer service. This has led to strong growth with clients from the telecoms, power, water and financial services industries including Talk Talk, Virgin Media, Vodafone, British Telecom, E.ON, British Gas, EDF Energy, Npower, United Utilities, Severn Trent Water, HSBC and The Co-operative Bank.



The Interview Process

Stage 1 Telephone Interview

We will telephone you at a pre-arranged time and work through some questions with you. This gives us a chance to get to know you a little and for us to take a view on whether we believe Advantis would be the right environment for you.

Stage 2 Group Assessment

We invite a number of you to our offices for half a day. You will receive a presentation on our business and on the role you have applied for. When possible, you will also hear from a team member who has recently been recruited and has experienced firsthand what it is like to join Advantis. There are a number of tests including basic Maths and English and some aptitude tests.

Stage 3 Interview

If you are successful in the Group Assessment we will ask you to attend an interview, sometimes on the same day. In this session, we will ask questions about how you have coped with certain situations in previous roles and other questions relating to your thoughts on our industry and the role that you have applied for.

Stage 4 Outcome

We know how stressful it can be waiting to hear the outcome of an interview and we will always aim to give you our decision within 2 working days of your final interview. If, unfortunately, you have been unsuccessful we will try to provide you with constructive feedback that may be of help to you in future interviews.

Comment

At the end of the process, whether or not you join us, we are extremely grateful for the time you have invested and that you considered Advantis as a potential employer.

Collections Agent - Job Description

Job Summary

1. Communicate with customers via inbound and outbound telephone calls.
2. Utilising the Call Guide and Call Structure, employ effective collections techniques to maximise money collected.
3. Obtain payments in full and settlement payments from customers. Where this is not possible, set up payment plans using secure payment methods over the shortest possible period without placing the customer under unnecessary financial duress.
4. Conduct calls compliantly as defined within the Company Compliance training.
5. Achieve and exceed monetary and Key Performance Indicator targets.
6. Attend individual and group coaching sessions contributing constructively to the content and carrying out agreed actions after the event.
7. Ensure that availability to take calls meets company requirements and /or individual targets set
8. Professionally represent the Company at all times in both word and deed.
9. Follow all company processes including, but not limited to, those relating to disputes, system activity including noting accounts and call resolution codes.
10. Carry out other duties as directed by Line manager as required.

Requirements

1. Call centre/sales/collections experience desirable.
2. Minimum qualifications Maths and English GCSE at Grade C or above.
3. Strong communication skills.
4. Computer literate.
5. Strong attention to detail.
6. Takes pride in themselves and their work.
7. Keen to develop and improve.
8. Strong work ethic.

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The Milestones Programme

The success of our business depends on our people – people like you. We spend a great deal of time and money and involve the most senior managers in our business to find and recruit the right people. Experience in a similar role is great but what we are really looking for is tenacity, drive, enthusiasm and a positive “can do” attitude.

When we find people who portray the right qualities, we work extremely hard to make them successful in our business. The Milestones Programme covers the first 14 weeks of your employment with us and contains:

Our Expectations: Ever been in a job and wondered whether you were doing well or not? We know it is essential for you to understand what level of performance you need to have reached by each stage of your training with us. The Milestones Programme contains everything you need to know to understand where your strengths are and what areas need more development at any given time during your probation period. It also outlines the standards of behaviour we expect from you.

Training

Induction Course: Your first two weeks with Advantis are packed with classroom training, listening to calls, learning and then working on our systems and even taking a few live calls.



Whilst giving you the skills and knowledge to be successful in your new role is a serious business, the course is designed to be very interactive and feedback from past attendees suggests that it is an enjoyable and motivating experience. We will teach you everything you need to know about our industry, our business and our Clients. You will learn communication techniques and about customer psychology. Most importantly, you will learn all about our Call Guide and our Call Structure. These are tools that will enable you to be most effective and successful in your role.

Understanding and being able to put in to practice our Compliance rules also plays an important part in your training. Once you have learned our systems, you will be working with an experienced collector, practicing using the system whilst they talk to the customers.

Finally, at the end of your second week of induction, you will be taking and making live calls.

Post Induction: On completion of the induction course you will join a team and be working under one of our highly skilled and experienced Performance Managers. You will also be “buddied” with an experienced Collector. You will have at least weekly coaching and development sessions with your Performance Manager the purpose of which is to help you identify those areas where you are excelling and to give further support and guidance in those areas in need of development. All coaching is conducted in an intensely supportive environment and actions are agreed between you and your Performance Manager. It is then up to you to implement the coaching and move your performance from strength to strength.

Targets: All of our team members work to targets. You will be measured against your success at meeting your collections targets and also a range of Key Performance Indicators that demonstrate how effective you are at the role. You will also have targets set around your telephony statistics.

The standards that you need to have reached are detailed in the Milestones Programme on a week by week basis so that you will always know when you are doing well. Your Performance Manager will review your progress with you on a weekly basis and, where you need extra support, spend time with you help you reach your goals.



Our standards and expectations

Advantis Credit – Standards.

At Advantis, we are proud of our company and of the high standards which we set for ourselves. Our Clients view us as professional and efficient and every single person in the organisation plays a part in this. Whether on the telephone or around the building, the image we portray plays a vital part in the success of the business. We therefore take our standards very seriously and expect everyone who works with us to do the same. As a result of this, we have set out our expectations in a number of areas in our Employment Handbook. Some of the key areas are:

Standard of Calls: Our calls are not scripted because we recognise that the most productive way for you to carry out your role is using your communication skills and reacting to each customer as an individual. We do have a call structure and a call guide that sets out best practice for conducting calls in the most effective way. Calls are measured against these standards and training and support is provided in those areas in which you need further development. Following the call guide is a basic requirement of the role and is mandatory.

Security Passes: In order to protect the security of the building and our staff it is vital that security passes are displayed at all times.

Dress Code: Advantis wishes to promote a comfortable working environment whilst maintaining high standards and a professional appearance. All employees are

expected to wear informal professional dress or formal business dress. We would not expect to see casual wear on site at anytime.

Punctuality: Arriving a few minutes before the start of your shift is essential in order for you to be prepared and ready to commence work on time. Whilst we recognise that, on rare occasions, events may make your arrival later than planned, in normal circumstances we believe that being late is a sign of sloppiness and does not meet the standards we require of our team members.

Work Area: Advantis operates a clear desk policy. Work stations must in an organised state throughout your working day and left clear before you finish for the day.

Mobile Phones: As we are dealing with sensitive personal and financial data, it is essential that the mobile phone policy is adhered to and that mobile phones remain off unless you are within designated areas.

General Conduct: We frequently have Clients visiting us and often, potential Clients will be on site to decide whether to place their business with us. As you are the people who will be speaking to their customers, they will be keen to form an opinion of our Collectors. We expect all of our team members to behave in a professional manner at their work station, moving around the building, in the break out area and in the car park.

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Commission Structure

At Advantis, we believe in rewarding exceptional performance.

All of the Key Performance Indicators that we achieve and the call structure that we follow are designed to help us maximise compliant collections.

The commission structure works on a two tier system and is calculated on your individual performance in each month.

Tier One: - To earn £200 you will need to achieve four out of five KPI targets, of which the collections target and secure payment method target have to be achieved.

Tier Two: - If you achieve the Tier One commission then you will also earn a further 3% to 5% of all the money you have collected over and above your collections target, depending upon your secure payment method performance.

We would expect Collection Agents who are performing well to achieve approximately £5,400 in commission each year on top of their basic salary.



How to find us

Advantis is located on the 1st floor of the Minton Hollins Building, just off the A500 in Stoke-on-Trent.

Once exiting the A500, please note that there is a 1 way system to get to the car-park at the back of our offices. Please follow the directions below to get the car-park.

Our address is:

Minton Hollins Building, Shelton Old Road, Stoke-on-Trent, ST4 7RY

Our main office number is 01782 400 400.

