

# recruitment

 NRG CALL CENTRE SOLUTIONS

# when time is of the essence

Competition to recruit the highest quality call and contact centre professionals is continually increasing. When the number and calibre of candidates are crucial – and deadlines are non-negotiable – it takes real focus, commitment and expertise to achieve 100% delivery. With NRG Call Centre Solutions, you get the right people – on time, every time

With hands-on industry experience, our dedicated team of specialists have extensive knowledge of local demographics, the most appropriate candidate attraction techniques and an extensive database. We have a proven flexible selection process which we tailor to your recruitment strategy, no matter how demanding your timescales and call handling targets.

Following placement, we ensure every candidate is fully prepared, with thorough client induction and training where necessary. We can also manage your staff on-site, and provide coaching and ongoing development – our role is not only to find the right people for you, but also to ensure you retain them.

To complement NRG Call Centre Solutions, NRG Connect offers a flexible, modern call centre with the latest technology. There are two fully-equipped facilities in Newcastle upon Tyne and Glasgow. This specialist service can be used for short or medium term projects, incoming or outgoing calls – e-mail or fax.

# whatever it takes to deliver

We've perfected a range of techniques to ensure we can rise to any recruitment challenge, providing 'people solutions' and exceptional services to meet your needs:

- Candidate screening, vetting, referencing and file completion
- Competency-based interviews
- Full induction programmes
- Listening and keying skills evaluation
- On-site management
- Psychometric testing and assessment
- Telephone response handling – using Lucent Definity technology
- Training and development

## fulfilling many roles

No matter what type of call centre you manage – in any industry – you can rely on us to fill every vacancy:

- Admin or data output
- Local or national
- Agent to senior management
- Sales or customer service
- Inbound or outbound
- Temporary or permanent

And when the placement's achieved, we'll provide:

- Candidate preparation, training, coaching and development
- On-site dedicated account management
- Post-placement attrition monitoring

where you can find us

Our group headquarters is based in Newcastle upon Tyne. We also have business centres in Glasgow, Edinburgh, Darlington, Middlesbrough, York and Leeds. Don't worry if you're based outside of these areas, we're equipped to operate nationally. You'll find all addresses and contact details at the back of this brochure pack.

If you want to find out more

Simply call free on 0800 919628

and ask for NRG Call Centre Solutions

[www.nrgplc.com](http://www.nrgplc.com)

