

## **Customer Resolution Officer— Military Service Leavers Only!**

**Location: Truro**

**Hours: 37.5 per week | Monday to Friday 09:00–17:30 | 1 in 4 Saturdays 09:00–13:00**

**Salary: £30,000 + Uncapped Commission**

**Job Type: Full-Time, Permanent**

Leaving the Forces? This is Your Next Mission

If you're a Service Leaver looking for structure, purpose and a strong team environment in civilian life — this role is for you.

We're working with a respected employer in Truro to recruit Service Leavers only into a fully trained, secure and progression-based role. It's ideal if you've just come off resettlement or are about to transition out.

What You'll Do:

- Handle inbound and outbound calls with professionalism and confidence
- Speak with customers to resolve account arrears and agree realistic repayment plans
- Maintain clear and accurate records of all communication
- Meet achievable performance targets with support from your team leader

What You'll Bring:

- Strong communication and a calm confident phone manner
- Problem-solving mindset and natural resilience
- Able to work independently and as part of a close-knit team
- You must be a Service Leaver from the British Armed Forces

12-Week Structured Training Programme:

Before you go live on the phones, you'll complete a comprehensive 12-week training programme tailored specifically for Service Leavers. You'll learn everything from systems and scripts to negotiation skills and handling challenging conversations — all with full support from the Training & Development Manager.

Not Sure Yet? Try a No-Pressure Trial Day:

Come along for a Trial Day — sit with the team, experience the environment and see if it's the right fit for you. No commitment, no pressure — just a chance to explore whether this could be your next step.

What's In It for You?

- £30,000 starting salary + uncapped commission
- Career progression into team lead or specialist roles
- Pension scheme and performance-related bonuses
- Paid company events and incentives
- A supportive team that understands the transition from military to civilian life
- Yearly company trip away for all employees (This year South of France by Private Jet)

For Service Leavers Only:

This opportunity is exclusively open to those who have served in the British Armed Forces. If you're ready to build a new career with structure and purpose — apply today.