



July 2008

The team to be a part of

beCogent – founded in 1999 in response to the rapid expansion of the multi-billion pound call centre sector – has grown organically to become one of the UK's leading providers of outsourced customer contact services.

The company has developed a portfolio of high-profile clients that includes Argos, Virgin Media, J D Williams, John Lewis Direct, Traveline Scotland, House of Fraser, Fortnum & Mason and the National Australia Bank Group.

Despite its rapid growth, beCogent – which operates contact centres in Glasgow, Airdrie, Kilmarnock and Erskine – has never lost sight of its ethos of focussing on making the right recruitment decisions, continually developing its entire staff and instigating initiatives to engage them.

"As a major employer in West Central Scotland we are committed to promoting a diverse mix of staff." said Laura Rankine, beCogent's HR Manager.

"The business is continuing to grow at a rapid rate and we are therefore on the look-out for good quality staff from all ages and backgrounds. There are many exciting opportunities at beCogent and we can train people with the right attitudes to meet the requirements for positions. No particular qualifications are necessary – we only ask that employees are willing to work hard and to the best of their abilities and we will provide them with comprehensive training. We have lots of initiatives to cultivate and support our staff through our in-house training academy."

There is a variety of employment opportunities at beCogent and with flexible working patterns, and full and part time hours, there is something to suit all employees.

Laura continued: "Everyone is welcomed at beCogent and with staff from all walks of life there is always someone to get along with. Working towards the same goals keeps the team together and whether people are looking for a job or a career in the contact centre industry, beCogent has something to suit - beCogent is paving the way for everyone to have a worthwhile and fulfilling career."

"Engaging with our staff and maintaining high levels of employee satisfaction is a key priority within beCogent. It makes sound business sense too as productivity and performance is enhanced, and customer service is at an optimum level if staff are highly motivated and happy in their work. We firmly believe that putting the employee-customer relationship at the forefront of their thinking produces the best results. We are continually looking at the ways in which we can nurture and develop our staff."

There are also many additional benefits for staff who work with beCogent including a social club and café, free parking, a free masseuse, free fruit, a free beautician, a pension scheme and much more.

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