British Gas Adds 300 New Customer Service Recruits

Wednesday 16 July, 2014

1. **British Gas today announced that it is hiring an extra 300 people to work in customer service**
2. **New roles part of a nationwide investment in customer service**
3. **The jobs boost stretches across Britain, with a focus on recruitment in Scotland, Wales the North West and the Midlands**
4. **School leavers will be included as part of the British Gas' commitment to help address youth unemployment**

Britain's biggest energy supplier, British Gas, today announced plans to recruit 300 people across England, Scotland and Wales, in a drive for customer service excellence.

The jobs come on top of 300 similar jobs recently filled. A minimum of 12 school-leavers will be among the new recruits, as part of British Gas' commitment to tackle youth unemployment.

Kevin Roxburgh, Director of Customer Services at British Gas, explained: “These extra 300 jobs show our continued focus on customer service excellence. We're looking for people who are committed to helping customers, to join the 28,000-strong team at British Gas.

“These front line roles are critical to delivering the service our customers expect, helping customers with everything from bills and boiler breakdowns, to engineer visits and energy efficiency.

“Our contact centres are vital to the running of our company. They're the main point where we're in touch directly with customers, so it's important we get it right.

“We'll be ensuring customers get a swift response and resolution to their queries, by ensuring the right people are always on hand with the knowledge and expertise to help.”

The new recruits will be based at British Gas contact centres in Glasgow, Edinburgh and Cardiff, with additional recruitment in Manchester, Stockport, Leeds, Leicester and Oldbury.

As part of British Gas' commitment to skills, all new employees will undertake a comprehensive training period where they will be given the knowledge and expertise to deliver excellent customer experience.

For further information, visit www.britishgasjobs.co.uk or follow @britishgasjobs on Twitter.

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Notes to Editors:

Case studies available upon request.

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