

# Working at Moneypenny

## What does Moneypenny do?

Are you sitting comfortably? Then let's begin: Most people in the US have spoken to Moneypenny, few realize it. We answer calls and chats on behalf of hundreds and thousands of businesses, providing that all-important human contact for customers.

Small businesses, (which perhaps don't have the budget or inclination to employ an in-house receptionist) have the freedom to carry out their daily business without worrying about their customers.

Larger companies use us to support or replace their communication channels - this means they don't have the personnel headache of organizing cover. They can get on with what they do best, and be confident that customers are being handled superbly.

## Why are we the best?

Because we recruit fantastic people who love working together and with us to ensure that our clients get an unprecedented level of care and service. The result? A business that is growing fast and that offers a host of new and exciting opportunities for the right people.



## Moneypenny facts:

**GLOBAL  
COMPANY**

with offices in  
the USA and UK

Founded in **2000**  
by brother and sister  
Ed Reeves and  
Rachel Clacher

Receives in excess of  
**13 MILLION** calls a year

Our very **FIRST**  
employee still happily  
works for Moneypenny

Looking after telephone  
calls and live chat for  
around **13,000**  
businesses from sole  
traders to multi-national  
corporations

**600+**  
staff and a staff  
turnover of less than 2%

# How does Moneypenny offer this service?

To give you a clearer picture of what we do, here's a little scenario of our call answering service:



## What we need from you:

It goes without saying... confident telephone manner

Confidence with computers

Excellent speaking voice

Team player

Common sense and lots of it!

Attention to detail

And a sense of humor always helps

## Your receptionist role:

As one of our super receptionists you will be a vital cog in the Moneypenny machine. Not only will you represent Moneypenny to our clients, you will be representing those clients too. In return for your commitment, time and energy we will give you a competitive salary, full training, a fun and über friendly working environment, an important role within our growing team, and good prospects for promotion as the company expands (and expanding we are!).



## What you will be doing...

- Handling lots of calls and chats on behalf of our clients
- Promptly and efficiently taking and relaying messages to clients
- Working with our clients to ensure we are looking after their customers as efficiently and effectively as possible
- Handling queries and requests for information from our clients' customers
- Working with your team to keep clients smiling
- Occasionally sourcing information for clients e.g. train schedules or quotes
- Generally smiling, being extra friendly, helpful and positive in all dealings with clients, their customers and our team
- Delivering the best customer experience in the world
- Friendly working hours (40 hours per week)

## Staff benefits

From free parking to comprehensive health care. Moneypenny is all about giving back to its dedicated and loyal staff.

**\$13**  
PER HOUR

**40 HOURS**  
PER WEEK

**FREE**  
PARKING

**FREE**  
REFRESHMENTS

**FUN**  
BONUSES!

**14 DAYS'**  
ANNUAL PAID  
VACATION  
(PLUS PUBLIC HOLIDAYS)

**DENTAL**  
CARE  
(SINGLE MEMBER)

**HEALTH CARE**  
(SINGLE MEMBER)

**LIFE**  
INSURANCE

**VISION**  
INSURANCE

