

One in three call centre workers is a graduate

By Graeme Paton
Education Editor

ALMOST a third of call centre workers have university degrees, it emerged yesterday, as students scramble to find jobs during the economic downturn.

Office bosses reported an increase in the number of applications from former students as the number of well-paid graduate positions fell.

The disclosure follows the publication of figures showing that thousands of students are finding work in bars, supermarkets and building sites after failing to secure posts in graduate professions.

According to the latest study,

one in three call centre staff now has a university degree compared with 25 per cent in 2009.

Almost half of call centre managers said they had seen a rise in graduate applications, according to the study by Hays Contact Centres.

Simon Thorpe, programme director at Top 50 Call Centres for Customer Service, which represents the industry, said: "UK call centres offer excellent training opportunities and competitive salaries, plus the opportunity for graduates to develop their careers and move up the ladder, both within the call centre and across the wider organisation."

