



Third Of Call Centre Employees Have A Degree

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Just over one in every three UK call centre workers has a graduate degree, a new [survey](#) has revealed.

The survey, which was conducted by HR firm Hays along with 'Top 50 Call Centres for Customer Service', found out that 35 percent of all call centre workers are graduates, a clear indication of the problems faced by university-educated workers in their attempt to get a [job](#) befitting their qualification.

According to [The Guardian](#), call centres, infamous for badly paid [work](#) and generally poor working conditions, have seen 43 percent rise in graduate applicants.

The CEO of the Association of Graduate Recruiters, Carl Gilleard, said in a statement to The Guardian that "In difficult economic times, graduates are showing flexibility and adaptivity" before adding that "It is great news for call centres, who are getting added value, but the challenge for them will be holding on to those people when the jobs market improves".

In another recent study, the AGR found that on an average, there were 69 graduates chasing almost every kind of job, irrespective of the field they graduated in.