



# Tenacity CX: Trusted CX and Contact Centre Recruitment Experts

Identifying, securing & retaining the  
best talent for you.

[www.tenacitycx.com.au](http://www.tenacitycx.com.au)

TENACITY

CX

# The Tenacity CX Difference: CX & Contact Centre Recruitment Experts

## Who Are We?

Experienced recruitment professionals Emma and Nick started Tenacity CX in 2016 to fill a gap in the market for a **specialist agency that focusses solely on filling CX and Contact Centre roles** with the best available talent. Leveraging their reputations in the industry and their extensive networks, Nick and Emma quickly gained momentum and grew a team of like-minded consultants.

## Why Work With Us?

Tenacity CX is known for the proactive service and ongoing personal support we provide to both our CX and Contact Centre talent and the customer-centric organisations we recruit for.

We only recruit in the CX and Contact Centre space, which means our team has unrivalled knowledge and experience in the sector. We build on that by getting to know our clients' operations and cultures intimately so we can **recommend candidates who will fit in and stay with you.**

We don't just have a huge database of potential candidates to call on, we have nurtured relationships with most of those people. When we recommend a candidate – after a thorough interview and vetting process – it's because we know they can do the job and believe they are a good fit.

With a **retention rate of over 90%** for our full-time permanent placements, we provide **talent not available to you directly or available through our competitors.** We aim to make it easy to do business with us and source talent that helps you grow your business.



**Connecting  
exceptional  
customer experience  
professionals with  
customer-centric  
organisations**

## Recruitment & Consulting Solutions that Impact Your CX

As a national recruitment, consulting, and training company, we are hugely proud of our track record **helping many leading Australian and Global organisations improve their CX and contact centre operations.**

We provide a range of services tailored to meet your recruitment needs, including end-to-end solutions for CX and contact centre roles of all kinds - from frontline sales and service

to team leaders, managers, directors, and more, we've got you covered.

Our expert consulting services are designed to help you optimise your operations and get the most out of your people. We also offer training services via our consulting arm, from frontline customer service through to leadership development programmes.

### Executive and Technical Roles

- Chief Customer Officers, GMs, Heads Of, Senior Managers
- Executive Search and Retained Assignments
- Workforce Optimisation and Technology Roles

### Volume Recruitment and Assessment Centres

- Fast Bulk Recruitment
- Assessment Centre Design & Delivery
- Temp & Perm Volume Recruitment
- Best Practice, Testing and Simulations

### Frontline Recruitment

- Sales, Service & Retention
- Claims, Complaints & Collections
- Client Services and Brokers
- Retail, Frontline, Team Leader and Manager Roles

### Contractor & Temp Workforce Management

- Onboarding, Background Checking, Reference and Medical Checks
- Payroll Management, Online Timesheets, Invoicing
- HR & Performance Management

## Sectors We Work In



Banking



Insurance



Finance



Superannuation



Health Funds



Broking



Government



Utilities

## 5-Star Candidate Experience: Don't Just Take Our Word for It



We're rated over 4.9 on Google and Sourcr, thanks to hundreds of glowing reviews from our happy candidates and clients. Check out some of these enthusiastic testimonials:

"Tenacity was extremely friendly and efficient. They helped me find the perfect job and still stop by to say hello when visiting my employer. It's refreshing to deal with a recruiter who is so personable and friendly. Thank you Tenacity CX!"

**Job seeker placed in senior management role as Head of Customer Experience**

"Tenacity CX has always kept me informed throughout the candidate experience and has engaged with me outside of application process which highlights their commitment to ongoing relationships versus competitors who view relationship management like turning a tap on/off."

**Job seeker placed in frontline customer service role**

We're dedicated to creating career paths for our candidates, with 99% of people hired through us moving into other roles within their organisation.

Which is why our clients have great things to say about us too:

"Over my 25 years in the industry, I can say Tenacity CX is one of the best recruitment agencies I have ever worked with. We have an excellent relationship and their service is second to none!"

**Employer – Contact Centre Manager**

"I couldn't have been happier with the services provided by Tenacity CX. From taking the initial brief to the successful appointment of our preferred candidate, their professional, responsive approach to the assignment was faultless."

**Employer – HR Manager, CX**

### Ready to Elevate Your CX and Contact Centre Recruitment?

Discover how Tenacity CX can help you find the best of the best for your CX and contact centre roles. Contact us today and let's revolutionise your recruitment game together!

With our experienced team, national presence, and commitment to quality, we're the recruitment agency you can count on to deliver results that drive business success.

# Get In Touch

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**Emma Holden**  
Director - People, Culture & Operations

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