

## Job description

<b>JOB TITLE:</b> CUSTOMER SERVICE OFFICER	<b>GRADE:</b> £19,492 - £22,638
<b>REPORTS TO:</b> CUSTOMER SERVICE MANAGER	

### JOB PURPOSE

To deal with all member queries and issues in a friendly, efficient and effective manner in order to provide the best customer service possible.

### KEY RESPONSIBILITIES

- 1) To deal with all member queries and issues in a friendly, efficient, and effective manner to provide outstanding customer service.
- 2) Interacting with members face to face, over the telephone, via emails, inbox messages and webchat in a polite and friendly manner ensuring good communication and first class customer service whilst dealing with all queries and transactions promptly and efficiently.
- 3) Complete all required administrative tasks including the updating of member details, issuing of paperwork, post, issuing of statements, etc.
- 4) To deal with member complaints in line with agreed procedures.
- 5) To assist with the process for dealing with deceased members.
- 6) Maintain the highest levels of customer service in all member dealings.
- 7) Efficiently updating payrolls to ensure records are correct and up to date.
- 8) Accurately carrying out banking transactions for members to give a high quality service at all times
- 9) To assist the Customer Service Manager in his/her duties and possibly carry out any general office duties as and when required

### KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR SATISFACTORY PERFORMANCE IN THE JOB

This role is customer facing through emails, telephone and face to face. This role requires someone with patience, organisational ability and excellent customer service skills.

Competencies for the role are as follows:

#### **Customer Focus**

*Focuses on customer, provides high quality service. Understands membership served*

Provides a high level of service to customers. Maintains contact with customers, works out what they need and responds to them. Is aware of issues of diversity, and understands and is sensitive to cultural and racial differences.

**Effective Communication**

*Communicates effectively both verbally and in writing*

Speaks clearly and concisely, and does not use jargon. Writes in plain English and uses correct grammar. Listens carefully to understand.

**Openness to change**

*Recognises and responds to the need for change and uses it to improve performance*

Understands the need for change and is willing to adapt to it. Is flexible and prepared to try out new ideas.

**Personal Responsibility**

*Takes personal responsibility for making things happen and achieving required results*

Takes personal responsibility for own actions and for sorting out issues or problems that arise. Is focussed on achieving results to required standards and developing skills and knowledge.

**Planning & Organising**

*Plans, organises and supervises activities to ensure efficient and effective use of resources*

Plans and carries out activities in an orderly and well structured way. Prioritises tasks, and uses time in the best possible way, and works within appropriate policy and procedures.

**Problem Solving**

*Gathers information from a range of sources. Analyses data to identify problems and issues*

Gathers enough relevant information to understand specific issues and events. Uses information to identify problems and draw logical conclusions. Makes good decisions.

**Respect for Diversity**

*Considers and demonstrates respect for others irrespective of position, background, status, etc*

Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people. Treats people with dignity and respect at all times, no matter what their background, status, circumstances or appearance.

**Team Working**

*Develops strong working relationships within and outside own team to achieve common goals*

Works effectively as a team member and helps build relationships within it. Actively helps and supports others to achieve team goals.

**HOW TO APPLY**

Please email your CV to our Customer Service Manager, Leanne Griffiths, at [LGriffiths@no1copperpot.com](mailto:LGriffiths@no1copperpot.com)