

JOB DESCRIPTION

JOB TITLE:	Customer Experience Advisor
GRADE:	8a
REPORTING TO:	Customer Experience Team Leader
RESPONSIBLE FOR:	N/A

ROLE SUMMARY

Customer Experience Advisors will be responsible for providing first point of contact resolution to customers through all access channels for all enquiries and provide professional advice and assistance relating to the delivery of the organisation's services.

You will be expected to be an effective member of the Customer Experience Team providing outstanding services direct to all customers in line with the vision and values of the organisation.

MAIN DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed in line with the review process. The points below are a summary of your main duties and responsibilities:

- Respond to all types of customer enquiries and resolve wherever possible without referring to another team or person, taking ownership of the enquiry and taking a proactive and positive approach ensuring the delivery of an outstanding customer experience.
- accurately complete all administration work in a timely manner and in accordance with policies and procedures
- validate customer information and update appropriate I.T. systems and records as required in a timely manner
- achieve personal KPI's and effectively contribute to achievement of all team targets
- be flexible and open to a changing environment and embrace training and support to overcome obstacles to make sure your customer receives brilliant service
- contribute to the induction and training of new team members
- promote and maintain excellent customer relationships, adopting a customer focussed approach at all times.
- support the development of Customer Service to ensure the service continues to meet customer and business needs
- manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
- comply with organisation confidentiality and information security policies at all times.
- your duties may vary from time to time within the broad remit of your role and grade
- you are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	Good level of education including Maths and English (GCSE Grade A*-C) or equivalent or relevant experience	NVQ level 2 or an equivalent qualification in a subject relevant to providing outstanding customer service	<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks
Experience	A strong record of demonstrable achievement in the provision of a high-quality customer experience in a multi-channel environment	Experience of working in a contact centre or face to face customer service environment	<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks
Skills/knowledge	<p>A positive attitude to customer service and personal development</p> <p>Ability to handle and diffuse challenging situations and to effectively resolve complaints and the first point of contact</p> <p>Excellent communication skills</p> <p>Excellent customer service skills</p> <p>Ability to work in a team or on own initiative</p> <p>I.T. Skills</p> <p>Ability to meet the travel requirements of the post</p>	<p>Knowledge and experience of using CRM Systems</p> <p>Knowledge and experience of using Salesforce system</p>	<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks