**Job Description & Person Specification**

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| **Post Title:** | DTC Customer Service Officer |
| **Responsible to:** | Customer Service Manager |
| **Posts Reporting to this Post:** | None |
| **DBS Required Level:** | Standard |
| **Date of Description:** | August 2020 |

**Role Description**

To support contract managers/executives by providing mapping, listing management, research, eCommunications, booking events and training, DTC onboarding and helpdesk and contract monitoring.

Accountable for processing support services within service parameters 97% of the time and delivering excellent customer service (95%+ met/exceeded expectations).

You are proactive and passionate about communities and about creating positive, lasting change that builds on the skills and assets of all. You have significant experience of customer engagement and enable customers to understand the features and benefits of our products. You are able to communicate effectively about our work, build relationships quickly and collaborate with team members to achieve a goal. You are target driven, with the ability to stay on top of a varied and demanding workload.

**Key Responsibilities**

* **Mapping**
  + Identifying and map local earn and reward partners in target territories
  + Track the progress of earn and local reward partners from initial contact to sign up and report information to the Customer Service Manager
* **Onboarding and Maintenance**
  + Manage an onboarding queue and onboard new earn and reward partners
* **Maintain Listings**
  + Create, proactively maintain and manage reward venue and reward activity listings
  + Create, proactively maintain and manage earn partner listings
* **Communications**
  + Manage a programme of outbound communications (electronic and physical) to earn and reward partners as directed
* **Training for DTC**
  + Direct earn and reward partners to training and guidance manuals and help tools on the DTC system
* **Helpdesk**
  + Respond to and log email and phone support enquiries and complaints within customer service standards
* **Monitoring and Evaluation**
  + Monitor and report on earn partners activity
  + Monitor and report on local reward partners offers (venue/activity)
  + Provide evaluation support to the Impact Assessor (managing user surveys)
* **Administration**
  + Undertake administrative tasks associated with this role

**In addition;**

* To carry out health and safety responsibilities in accordance with the Health & Safety Responsibilities document.
* To undertake such other duties and responsibilities commensurate with the salary, as may be reasonably required by Tempo, or as a mutually agreed development opportunity.

**THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.**

***Protecting Children and Vulnerable Adults is a core responsibility of all staff. Staff are expected to alert their line manager to any concerns they may have regarding the abuse or inappropriate treatment of a Child or Young Person, or Vulnerable Adults.***

Person Specification

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post. The Knowledge/Education and Experience/Skills sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The Competencies section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The Special Conditions section describes any other qualities appropriate to the particular circumstances associated with this role.

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| **ATTRIBUTE** | **ESSENTIAL** | **DESIRABLE** |
| **KNOWLEDGE / EDUCATION** | * Knowledge and proficiency in the use of Microsoft Office packages | * Understanding of community, public and voluntary sectors * Understanding of health and social care services |
| **EXPERIENCE / SKILLS** | * Planning, prioritising and managing multiple activities * Working to simple business processes * Researching and listing local organisations (earn and reward) * Onboarding DTC customers * Listing earn and reward partners * Communicating with significant number of customer accounts using online systems * Responding to email and telephone queries * Taking training bookings * Demonstrable track record of exceeding targets * Demonstrable experience of exceeding customer expectations * Organising, prioritising and planning * Ability to manage a busy workload * Attention to detail |  |

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| COMPETENCIES | |
| **LEADERSHIP** | |
| **Managing and Developing Performance** | * Takes a methodical and consistent approach to completing work in line with personal objectives |
| **Strategic Thinking** | * Understands how own and teams work contributes to the delivery of Tempo's objectives |
| **Delivering results** | |
| **Planning & Organising** | * Plans and prioritises own workload to meet agreed deadlines |
| **Problem Solving** | * Breaks down work issues, seeking further information if necessary * Makes suggestions and implements improvements to personal work processes |
| **Working with others** | |
| **Building and Maintaining Relationships** | * Build rapport quickly with people at all levels and from different background |
| **Stakeholder Focus** | * Provides a polite and helpful first point of contact for stakeholders |
| **Communicating & Influencing** | * Represents self and team positively within the organisation * Considers target audience, adapting style and communication method accordingly |
| **Organisational context** | |
| **Organisational Awareness** | * Understands how own role and work contributes to team and organisational objectives |
| **Responding to Change** | * Responds flexibly to changing circumstances * Recognises when unable to cope and asks others for help |
| **Special conditions** | * Flexible regarding working hours including evenings & weekends * Willingness & ability to travel independently. * Some regional travel and national travel with overnight stays. |