# JOB DESCRIPTION & PERSON SPECIFICATION

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| **Post Title:** | Customer Service Officer |
| **Responsible to:** | Digital and Customer Service Manager |
| **Posts Reporting to this Post:** | None |
| **DBS Required Level:** | Standard |
| **Date of Description:** | August 2022 |

**ROLE DESCRIPTION**

To provide support to both our internal and external customers, primarily Earn Groups, Volunteers, Recognition Partners, Contract Managers/Execs and the Senior Management Team.

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**

* **Support Enquiries**
  + Manage and resolve all Customer Support Enquiries received to the CST support system or via telephone.
* **Onboarding and maintenance**

o Manage an onboarding queue of new earn groups.

o Manage the delivery of training sessions and onboarding sessions for the digital platform.

o Create, proactively maintain and manage recognition venue and recognition opportunity activity listings.

o Maintain relationships with recognition partners, ensuring they are updating their offers on the system and dealing with any issues which arise from the local Recognition Partner network within your allocated region.

o Establish initial training and ongoing support for all users of the digital platform.

* **Internal Customer Records Management**

o Pro-actively manage and support the use of the CRM system internally

o Ensure that all processes and procedures within the CRM are adhered to and developed to meet the business needs.

o Provide support to Internal Staff on the operation and training in the use of the CRM

* **Administration**

o 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** | o | Knowledge and  proficiency in the use of  Microsoft Office packages | o  o | Understanding of community, public and voluntary sectors Understanding of health and social care services |
| **EXPERIENCE / SKILLS** | o | Prioritising and managing multiple activities | o | Communicating with significant number of customer accounts using online systems |
|  | o | Working to simple business processes | o | Leading of training on digital products |
|  | o | Digital onboarding of customers | o | Backend maintenance of website content |
|  | o | Responding to email and telephone queries |  |  |
|  | o | Demonstrable track record of exceeding targets |  |  |
|  | o | Demonstrable experience of exceeding customer expectations |  |  |
|  | o | Organising, prioritising and planning |  |  |
|  | o | Ability to manage a busy workload |  |  |
|  | o | Attention to detail |  |  |

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| **COMPETENCIES** | |
| **LEADERSHIP** | |
| **Managing and**  **Developing**  **Performance** | o Takes a methodical and consistent approach to completing work in line with personal objectives |
| **Strategic Thinking** | o 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** | o Build rapport quickly with people at all levels and from different background |
| **Stakeholder Focus** | o 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** | o 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 occasional evenings & weekends * Willingness & ability to travel independently. * Some regional travel and national travel with overnight stays. |