

ROLE PROFILE

Job Title:	Customer Services Assistant	Job Code:	TS/C8
Department:	Customer Services	Version:	1.1
Reports To:	Customer Services Team Leader	Date Created:	June 2017
		Grade:	D

Is this a politically restricted Post?	Yes/ No <i>(*if yes, see our policy on what this means)</i>
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ORGANISATIONAL CONTEXT

Our Vision as an organisation is:

To be a globally recognised economy where good growth delivers high levels of prosperity, jobs and quality of life for everyone.

To achieve this we will:

Secure the means to deliver projects and services needed for growth in the Leeds City Region (LCR), be its voice nationally and internationally, and build the partnerships to ensure the best economic outcomes.

Our department contributes to this by:

The provision of high quality, customer focussed and cost effective information, marketing/promotional and customer support services meet, or exceed expectations.

Customer Services Team Leader

Customer
Services
Assistant

Job Overview:

- Support the complaints administration process by collating, checking and data entry of customer complaints.
- © Take a pro-active approach to participating and delivering of your directorate's objectives.
- © Demonstrate commitment to corporate processes and ensure that these are delivered at all times.
- © Be a visible and enthusiastic team member, encouraging partnership working across the organisation.
- © Take a positive approach to self-development.

CRITICAL SUCCESS FACTORS

*We break each job down to explain the critical areas for success, ranked by importance.
These indicate the end result or outputs for which the role holder is responsible.*

People Contacts:

- Respond to customers in reception with complaints and feedback identifying the problem, potential solutions and attempting to resolve the issue, escalating where appropriate.

- © Support partnership working across the organisation and externally.
- © Work together with your team to ensure targets are achieved.
- © Be an advocate of our strong performance management culture, taking accountability for delivering results.
- © Contribute to a positive working environment for your team, with a solid ethic of working towards achievement of our vision.
- © Take a proactive approach to internal processes, contributing during meetings and interviews.
- © Utilise effective communication channels when working with others.

Technical Duties:

- Using the Customer Relationship Management (CRM) system create, update and manage customer records.
- Acknowledging customer feedback and complaints by letter or email to meet customer service SLA's.
- Allocate complaints to relevant staff (internal), and monitor timescales of responses and escalate to the team leader or other appropriate officer, to ensure that SLA are met.
- Allocate complaints/feedback to operators (external) using the CRM system portal or email system, attaching all necessary documentation.
- Monitor customer feedback inbox, answering questions and creating records on CRM and assigning (internal/external) when necessary.
- Monitor duplicate records within CRM using the duplicate detection task.
- Participate in the provision of ad-hoc administrative support to other departments when peak workloads occur, this includes working with the residential Metrocard applications and also the data team.

- © Typically works on horizons of up to one year, in line with the objectives set in the business plan.
- © To uphold procedures in place to achieve your strategic objectives, suggesting amendments to processes as required.
- © Ensuring compliance with the Combined Authority's health and safety policy.

Impact & Influence:

- Handling customer feedback, queries and complaints
- Liaise with operator customer service staff, to ensure that complaints are received and responses sent to customers.

- © Represent the interests of your team within the context of the wider aims of the Combined Authority both internally and externally.
- © Fosters good working relations across the organisation, building effective team relationships.

The above lists of accountabilities are not exhaustive. The role holder will be required to undertake such tasks as may reasonably be expected commensurate with the scope and grading of the role.

THE PERSON

To be fully successful in the role, we believe the following knowledge, skills and experience are required. When recruiting, we are looking for the best candidate match to this, however we know that there are some elements that can be trained and this will be taken into account during the recruitment process.

Knowledge:

- © Educated to GCSE/ A level/ degree or equivalent relevant education/ experience [delete as appropriate]
 - © Practical experience of successfully performing in a similar role.
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- Competent user of MS Office packages.
 - Good knowledge/local geography of West Yorkshire.

People:

- © Experience of effectively contributing to team objectives.
 - © Experience of successfully identifying appropriate communication channels to deliver information.
 - © Experience of effectively contributing to organisational vision.
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- Ability to determine the immediate needs of the customer.

Technical:

- © Strong negotiation skills.
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Impact & Influence:

- Experience of working as part of a team to assist the customer both internally and externally.

OUR VALUE & BEHAVIOURS

Championing Our Region | Working Intelligently | Easy to Do Business With | Positive About Change | Working Together

These are our values. We shaped them together and we're proud of them.

We also created a set of behaviours for each of our values. Our behaviours provide us with a way of working and they are our minimum expectations of everyone here.