



ROLE PROFILE

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| Role Title: | Customer Service Officer |
| Department: | Customer Hub, Housing Management & Repairs |
| Role Purpose: | To provide and promote a professional high quality front line customer focused service to all Midland Heart customers. Delivering a service to meet the individual needs of the customer and wherever possible providing a first contact resolution. Working within a team environment taking ownership; identifying and promoting any areas of improvement. |
| Reporting to: | Customer Hub Team Leader |
| Responsible for: | N/A |
| Disclosure level: | N/A |
| Role Level: | <u>Frontline Worker</u> |

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| Key Role Responsibilities | <p>To contribute to the achievement of all departmental objectives and organisational targets in line with the Midland Heart Values.</p> <p>Dealing with a variety of customer enquiries received via phone, e mail and social media. Also signposting of customers in the hub reception to self serve options. Ensure full requirements of customers are identified accurately and fulfil the aim of a “1st Call Resolution”</p> <p>Update every customer contact within Midland Hearts in house computer system to create a contact history for the customer.</p> <p>Meeting and achieving individual targets/objectives as agreed with Team Leader in monthly one to ones. Achievement of monthly development plans with support from Team Leader.</p> <p>Proactively look for the opportunity to enhance the customer experience and increase customer satisfaction with the service.</p> <p>Identify any areas for improvement and feedback to consistently improve the service provided.</p> <p>Promote and contribute to an open environment for constructive discussion of issues affecting your own and your team’s performance.</p> <p>Be flexible in working patterns between the hours of 8.00am - 7.00pm in line with the variable demands of the customers and business.</p> <p>Apply, promote and implement Midland Heart Equality & Diversity, Code of Conduct and IT policies.</p> <p>Undertake any other duties as appropriate with this post, as</p> |
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| | <p>requested by a manager.</p> <p>To be responsible for the health, safety and welfare of yourself and others at work. Undertake any health and safety duties as outlined in the Midland Heart Health & Safety policy.</p> |
| Education, Qualifications and Training | <p>Educated to a good standard of literacy and numeracy. English & Maths GCSE or equivalent essential, Grade C or above.</p> |
| Knowledge and Experience | <p>Proficient in the Microsoft Office suite including Outlook, Excel & Word.</p> <p>Experience of Document imaging systems, CRM databases, Northgate database and Workforce scheduling systems desirable. PC Literate with good keyboard skills.</p> <p>Good communication, written and verbal skills. Problem solving skills and desire to find the appropriate solution to resolve any customer issues.</p> <p>Ability to work flexibly to meet the customer demand or business needs.</p> |
| Role Specific Skills & Behaviours | <p>A team player that considers their role within the team and across the whole organisation.</p> <p>Works well as part of a team but also can self manage when appropriate to prioritise conflicting demands. Prioritise between incoming calls and other customer related tasks when appropriate.</p> <p>Committed and passionate for delivering excellent customer service in line with the “right first time” aim of the Customer Hub.</p> <p>Understanding and commitment to the principles of equality and diversity.</p> <p>Able to build good working relationships with colleagues across the business to enhance the quality of service delivered to customers.</p> |