

## ROLE PROFILE

<b>Role Title:</b>	Customer Service Officer
<b>Department:</b>	Customer Hub, Housing Management & Repairs
<b>Role Purpose:</b>	<p>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.</p> <p>Working within a team environment taking ownership and identifying and promoting any areas of improvement.</p>
<b>Reporting to:</b>	Customer Hub Team Leader
<b>Responsible for:</b>	N/A
<b>Disclosure level:</b>	N/A
<b>Role Level:</b>	Detail the Behaviours & Standards level that this role sits at: <u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<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 “1<sup>st</sup> 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.</p> <p>Identify any areas for improvement and feedback to Team Leader or organisation to consistently improve the service provided.</p> <p>Promote and contribute 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 - 6.00pm in line with the variable demands of the customers and business.</p>
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	<p>Apply, promote and implement Midland Heart Equality &amp; Diversity and Code of Conduct polices.</p> <p>Undertake any other duties as appropriate with this post, as requested by line 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 &amp; Safety policy.</p>
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<p><b>Education, Qualifications and Training</b></p>	<p>Educated to a good standard of literacy and numeracy. English &amp; Maths GCSE or equivalent essential, Grade C or above.</p>
<p><b>Knowledge and Experience</b></p>	<p>Proficient in the Microsoft Office suite including Outlook, Excel &amp; 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>
<p><b>Role Specific Skills &amp; Behaviours</b></p>	<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>