

Role Profile

Role Title:	Customer Services Officer
Department:	Customer Hub, Housing Management & Repairs
Role Purpose:	<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>
Reporting to:	Customer Hub Team Leader
Responsible for:	N/A
Disclosure level:	N/A
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • To contribute to the achievement of all departmental objectives and organisational targets in line with the Midland Heart Values. • 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" • Update every customer contact within Midland Hearts in house computer system to create a contact history for the customer. • 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. • Proactively look for the opportunity to enhance the Customer Experience and increase Customer Satisfaction. • Identify any areas for improvement and feedback to Team Leader or organisation to consistently improve the service provided.
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	<ul style="list-style-type: none"> • Promote and contribute an open environment for constructive discussion of issues affecting your own and your team's performance. • Be flexible in working patterns between the hours of 8.00am – 6.00pm in line with the variable demands of the customers and business. • Apply, promote and implement Midland Heart Equality & Diversity and Code of Conduct policies. • Undertake any other duties as appropriate with this post, as requested by line manager. • 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.
Education, Qualifications and Training	<ul style="list-style-type: none"> • Educated to a good standard of literacy and numeracy. English & Maths GCSE or equivalent essential, Grade C or above.
Knowledge and Experience	<ul style="list-style-type: none"> • Proficient in the Microsoft Office suite including Outlook, Excel & Word. • Experience of Document imaging systems, CRM databases, Northgate database and Workforce scheduling systems desirable. PC Literate with good keyboard skills. • Good communication, written and verbal skills. Problem solving skills and desire to find the appropriate solution to resolve any customer issues. • Ability to work flexibly to meet the customer demand or business needs.
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>