

Role Profile

Role Title:	Customer Services 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 customer, which meets individual customer needs and wherever possible providing a first contact resolution.
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. • Dealing with a variety of customer enquiries received via phone, email and social media - ensuring customer's needs are identified accurately and aiming to achieve of a "1st Call Resolution". • Recording every customer contact within Midland Heart's in-house computer system to create a contact history for the customer. • Proactively identifying opportunities to enhance the Customer Experience and increase Customer Satisfaction. • Meeting and achieving individual targets/objectives and development plans. • Promote and contribute an open environment for constructive discussion of issues affecting your own and your team's performance. • 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. • Be flexible in working patterns between the hours of 8.00am – 6.00pm in line with the variable demands of the customers and business.
----------------------------------	---

Education, Qualifications and Training	<ul style="list-style-type: none"> • Educated to a good standard of literacy and numeracy. English & Math's GCSE or equivalent essential, Grade C or above.
Knowledge and	<ul style="list-style-type: none"> • Proficient in the Microsoft Office suite including Outlook, Excel & Word.

<p>Experience</p>	<ul style="list-style-type: none"> • 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.
<p>Role Specific Skills & Behaviours</p>	<ul style="list-style-type: none"> • A team player that considers their role within the team and across the whole organisation. • 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. • Committed and passionate for delivering excellent customer service in line with the "right first time" aim of the Customer Hub. • Understanding and commitment to the principles of equality and diversity.