

## Role Profile

<b>Role Title:</b>	Customer Services Officer
<b>Department:</b>	Customer Hub, Housing Management & Repairs
<b>Role Purpose:</b>	To provide a professional and brilliant front-line customer- focused service to all Midland Heart customers, which meets individual customer needs and wherever possible providing a first contact resolution within a timely manner.
<b>Reporting to:</b>	Customer Hub Team Leader
<b>Responsible for:</b>	N/A
<b>Checks:</b>	Basic DBS & Social Media Check
<b>Role Level:</b>	<u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• To contribute to the achievement of all departmental objectives and organisational targets.</li> <li>• Dealing with a range of customer enquiries received via telephone, work email and social media - ensuring customer's needs are identified accurately and aiming to achieve of a "1st Call Resolution".</li> <li>• Interacting with customers, ensuring to ask effective questions and listening to our customers, to diagnose problems and identify solutions, with an aim to achieve a "1st Call Resolution".</li> <li>• Recording every customer contact within Midland Heart's in-house computer system to create a contact history for the customer.</li> <li>• Proactively identifying opportunities to enhance the Customer Experience and increase Customer Satisfaction, providing feedback and innovative ideas.</li> <li>• Achieving, and exceeding where possible, individual targets/objectives and proactively managing your development plan.</li> <li>• Promote and contribute an open environment for constructive discussion of issues affecting your own and your team's performance.</li> <li>• To understand relevant administration duties.</li> <li>• Undertake any other duties as appropriate with this post, as requested by line manager.</li> </ul>
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<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Educated to a good standard of literacy and numeracy. English &amp; Math's GCSE or equivalent essential, Grade C / Level 4 or above.</li> </ul>
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<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Proficient in the Microsoft Office suite including Outlook, Excel &amp; Word.</li> <li>• Strong IT skills with proficiency in the Microsoft Office suite including Outlook &amp; Excel. Ideally experience of document imaging systems, CRM databases, Northgate database and Workforce scheduling systems too.</li> <li>• Good communication, written and verbal skills.</li> <li>• Problem solving skills and desire to find the appropriate solution to resolve any customer issues.</li> <li>• Ability to work flexibly to meet the customer demand or business needs.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Ability to adapt and be flexible to changing business needs in a fast-paced environment.</li> <li>• A committed can-do attitude and desire to deliver on brilliant customer service in line with the "right first time" aim, and remaining resilient in challenging situations.</li> <li>• A team player that considers their role within the team and across the whole organisation.</li> <li>• An eye for detail and being able to manage time effectively.</li> <li>• 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.</li> <li>• Understanding and commitment to the principles of equality and diversity.</li> </ul>