HR reference only:

Job Description

Job Title: Customer Service Advisor

Grade: N4

Reports To: Customer Service Team Manager

Number of Reports: Nil

Key job element

- A passion for serving customers in a contact centre and face to face to face environment to deliver outstanding customer services that resolve as many interactions as possible at the first point of contact.
- Ability to build rapport to understand customer needs and suggest appropriate solutions.
- Ability to effectively resolve difficult situations.
- Ability to remain calm and make decisions in a challenging environment
- Record outcomes and update systems, including CRM with accurate information.
- Target driven to achieve a range of customer, quality and operational KPIs.
- Handle calls from a life critical Telecare Service (Ostara) and support dispatch processes in line with business needs
- Build effective working relationships with internal and external stakeholders to ensure customer needs are met.
- Contribute towards a positive, performance driven customer service culture.
- Committed to personal development to support personal and business objectives.
- Follow agreed business processes, statutory and regulatory policies and frameworks.
- Support the organisations strategic, departmental and team goals.
- Embrace YHN values, standards and organisational goals.
- Able to represent the organisation professionally across a range of channels including reception.
- Flexible with 24/7 365 days a year shift patterns
- To undertake any other duties as and when required to support the delivery of service.