HR reference only:

Job Title: Customer Service Advisor

Grade: N4

Reports To: Customer Service Team Manager

Number of Reports: Nil

Person Specification:
This area focuses on skills and knowledge required in the role.

Essential Criteria

- Excellent customer service, empathy and rapport building skills with a diverse range of customers.
- Resilient under pressure and able to make decisions in a busy environment and on potentially life critical calls.
- Confidence in effectively dealing with challenging situations.
- Able to multitask and meet deadlines.
- Track record of achieving KPI's in the delivery of front-line customer services.
- Able to effectively handle customer complaints to provide a positive customer experience and resolution in accordance with relevant policies and procedures.
- Strong written skills to update various systems and serve customers via non-telephony channels.
- Attention to detail to support CCTV monitoring services.
- Track record of personal development.
- Computer literate, experience of using PC's to input and extract data and familiar with use of Microsoft Windows and Office software.

Desirable Criteria

- Contact centre experience
- Reception experience
- Experience in an omnichannel environment
- Embraced and experienced change within an organisation