Senior Customer Service Advisor

Reports to: Customer Service Team Manager

Direct reports: Nil

Grade: **N5**

Reference: **A3740**

Purpose

To support the delivery of 24/7 services in a busy Contact Centre Environment

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. To deliver outstanding customer services that resolve as many interactions as possible at the first point of contact
2. Supervise the day to day running of the shift, coordinating and prioritising work in the contact centre and for the telecare response service (Ostara).
3. Handle calls from a telecare service (Ostara) and lead the dispatch process for field-based staff.
4. Ability to build rapport to understand customer needs and suggest appropriate solutions in a fast-paced environment.
5. Record outcomes and update systems including CRM with accurate information.
6. Build effective working relationships with internal and external stakeholders to ensure customer needs are met.

7. Contribute towards a positive, performance driven customer service culture.

8. Committed to personal development to support personal and business objectives.

9. Support the organisations strategic, departmental and team goals.

10. To undertake any other duties as and when required to support the delivery of the service.

11. To promote and implement our *Diversity, Equality, Equity, and Accessibility* policy in all aspects of your employment.

12. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.