Senior Customer Service Advisor

Person Specification

We will use these criteria to assess your suitability for the job.

Essential

1. Excellent customer service, empathy and rapport building skills with a diverse range of customers.
2. Evidence of the ability to coordinate work across a number of colleagues.
3. Able to make decisions in a busy telecare environment.
4. Skilled in dealing with multiple stakeholders such as the emergency services.
5. Possesses the business acumen to understand when to escalate issues.
6. Track record of achieving KPI's in a target driven contact centre environment.
7. Able to effectively handle customer complaints to provide a positive customer experience and resolution in accordance with NCC policy.
8. Confidence to make decisions relating to potentially life critical situations.

9. Strong written skills to update various systems and serve customers via non- telephony channels.
10. Computer literate, experience of using PC's to input and extract data and familiar with use of Microsoft Windows and Office software.

Desirable

1. Contact Centre experience.
2. Experience in an omnichannel environment.
3. Embraced and experienced change within an organisation.

Additional Requirements

1. Flexible with 24/7 365 days a year shift patterns including relief period.
2. All employees are expected to be flexible within the scope of the role.

Our Values

Do you share our values of **proud**, **fair**, and **ambitious**?