JOB DESCRIPTION

Customer Experience Associate Level 2

Job Purpose

Reporting to Customer Experience Team Leaders, you are required to support the Customer Service Team Manager and Team Leaders to ensure the delivery of a highly customer focused and cost-effective customer service.

Responsibilities

- Be responsible for handling a variety of customer enquiries via the telephone, digital channels and electronically, responding to service requests and conducting surveys.
- Receive customer service and repairs enquiries, over the telephone, digital and electronically; diagnosing problems, advising customers, arranging appointments, liaising with colleagues and contractors as appropriate and taking payments in accordance with quality and performance standards.
- Liaise with internal and external colleagues and customers, promoting the CSC and the organisation positively.
- Take ownership and responsibility for delaying with customer enquiries through to a satisfactory resolution within performance targets.
- Actively promote the use of digital channels to customers where appropriate.
- Keep accurate records and updating systems to enable reporting against performance indicators.
- Display a positive, flexible and proactive "can do" attitude to delivering an excellent service when dealing with challenging and more complex enquiries leaving customers with a positive image of Citizen.
- Comply with organisation policies and procedures.
- Commit to demonstrating Citizen values and behaviours.
- Actively participate in activities to engage customers in the service and seek their views on service delivery and improvements.
- Be aware of and adhering to the key policies and procedures, including Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding, Customer Involvement and ICT and act in a manner consistent with their requirements and the specific responsibilities of the post.
- Contribute to collecting, updating and proactively using customer profiling data to provide a customer focused service.
- All work to be undertaken in line with our policies and procedures, including Health and Safety, Customer Involvement, Equality and Diversity and Safeguarding.
- Undertake any other duties commensurate with this post as reasonably requested by the Team Leader.

To fulfil the requirements of this role you will have experience, skills, and knowledge in the following areas:

This Job Description is not exhaustive, you may, at any time be required to carry out additional duties or responsibilities, which fall reasonably within the remit of this role, or in accordance with operational requirements.

- Ideally achieve GCSE standard or equivalent in English and Maths
- Ideally hold relevant professional qualification e.g. NVQ Level 3 in Customer Service
- Demonstrable relevant experience of working in a pressurised customer services environment in a similar or related role.
- Proven experience of working with computerised systems and data inputting
- (including Microsoft office systems)
- Ideally have previous experience of working in Housing Sector
- Experience of dealing with vulnerable customers, some of whom may be demanding or under stress.
- Experience of working effectively and constructively as part of a team to support the delivery of business and other objectives and outcomes
- Experience of working with contact centre and digital technologies (for example webchat)
- Experience of problem solving and dispute resolution.
- Excellent written and verbal communication skills to enable effective communication with customers and other teams.
- Effective listening and communication skills including, negotiating, influencing and problem-solving skills. The ability to deal tactfully, assertively and helpfully with internal and external customers to find solutions and resolve disputes.
- Ability to keep comprehensive and up to date case records ensuring records are accurate and concise.
- Ability to work accurately and efficiently under pressure and to tight deadlines.
- Demonstrates understanding of and commitment to, principles of equality and diversity.
- Ability to make informed decisions and operate within guidelines but recognise the need to use own judgement in certain situations.
- Ability to be assertive if necessary and deal with complex situations and negotiate with internal and external customers.
- A flexible and cooperative team worker who works collaboratively, understands the wider impact of their work on other colleagues and teams and can represent customer services colleagues in a positive manner in all circumstances.
- Positive and adaptable to change. Embraces the need for and adapts positively to change, resilient to challenges, obstacles and handling conflict.
- Flexibility with working hours to reflect the reactive nature and operating hours of the service.
- Flexibility with location, understanding the requirement to work from home or the office as required.

Citizen Values – It is important that you live our values

- **BRAVE** – I positively challenge, I actively encourage contribution and I make decisions and take ownership
- **AMBITIOUS** – I am driving positive change and innovation, I positively seek solutions and I strive for excellence.
- **HONEST** – I am truthful and open, I do what I say I will do, and I listen and learn from feedback
- **CITIZEN** – We work together on shared objectives, we create an inclusive environment for all, and we think customer first

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