

**JOB DESCRIPTION**

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| **TITLE:** | **Customer Services Executive** |
| **LOCATION:** | **Faraday House** |
| **HOURS:** | **8 hours per week (2 x 4 hour AM shifts) + Full time leave cover** |
| **SALARY:** | **£12.21 per hour** |
| **RESPONSIBLE TO:** | **Customer Services Coordinator** |
| **RESPONSIBLE FOR:** | **AREAS:**  **Switchboard, Customer Services and Faraday House Duties** |
|  | **LINE MANAGEMENT:**  **Volunteers** |

**PURPOSE OF THE POST:**

To support the organisation in ensuring that all customers, supporters and stakeholders feel welcomed, valued and engaged at every stage of their customer journey with Age UK East Sussex.

To support the customer service central operation whilst on shift by providing a professional and efficient customer experience through telephone, postal, face to face and digital enquiries.

To oversee customer service volunteers

To support the Faraday House Coordinator

**DUTIES AND RESPONSIBILITIES:**

1. To deliver successful and efficient Age UK East Sussex customer relationships through communication and feedback channels.
2. To act as a first point of contact for new customers, supporters and stakeholders.
3. To politely and efficiently answer switchboard incoming calls, proactively screening and triaging calls and forwarding on to relevant service areas as appropriate.
4. To manage incoming postal enquiries on a daily basis, proactively screening and triaging postal communications.
5. To manage incoming customer service email enquiries proactively screening and triaging these and working closely with the Social Media and Communications Coordinator regarding enquiries received through Facebook and other digital channels.
6. To record customer/client communications accurately utilising Age UK East Sussex CRM systems.
7. To manage the effective development of customer, supporter and stakeholder journeys; forwarding enquiries to relevant operational contacts and/or sending out marketing/service/supporter materials to enquirer.
8. To follow-up customer journeys to grow customer, supporter and stakeholder interest in relevant products, services and supporting opportunities to meet organisational development targets.
9. To follow-up enquiries internally and gain feedback to ensure customers, supporters and stakeholders have been dealt with in a timely and probative manner by other departments.
10. To oversee customer service volunteers; supporting their recruitment, induction and duties to help provide the appropriate standards of customer service and record keeping
11. To support operations at Faraday House when the Centre Coordinator is unavailable/ as required. This may include setting up rooms, supporting room hire and tenant client/visitor enquiries. It is envisaged that primarily a temp will cover the coordinator role, the intention is not for this post to provide full leave cover.
12. To support compliance with GDPR regulations across the organisation and successfully undertake relevant training and development in order to meet the required standards for the post.

**OTHER:**

1. To work within the policies, procedures and quality frameworks adopted by Age UK East Sussex with particular attention to equal opportunities, data protection/confidentiality, safeguarding and health and safety requirements.
2. To undertake relevant training as required by the organisation and agreed with your line manager.
3. To be an Ambassador for the Charity, positively promoting the organisation and its services at all times.
4. To undertake other such responsibilities and duties as may be reasonably required by your line manager within the level and grading of the post and to work flexibly as required.

Age UK East Sussex reserves the right to review this job description from time to time to best suit the changing nature of the role in line with service needs. Any changes to this document will be made by mutual agreement.



**PERSON SPECIFICATION**

|  | **Requirements:** | **Essential/Desirable:** | **How Assessed:** |
| --- | --- | --- | --- |
| **Education/ Qualification** | GCSE (or equivalent) Grade C or above in Maths and English Language | E | Application |
| Educated to Level 3 or equivalent (e.g. A’ Level or AS Level) | D | Application |
| **Experience/ Knowledge** | Proven administration experience | E | Application & Interview |
|  | Experience of reception duties and multi-call handling | E |  |
|  | Sound experience in the use of Microsoft Office, including Word, Excel, Outlook and Powerpoint | E | Application & Interview |
|  | Accurate note/minute taking | E |  |
|  | Experience of working with databases and ability to input data accurately | E | Application & Interview |
|  | Experience of handling confidential information and maintaining customer and stakeholder confidentiality | E | Application & Interview |
| **Skills and Abilities** | Person-focused with a professional and welcoming manner | E | Application & Interview |
| Excellent telephone and verbal communication skills | E |  |
| Attention to detail and ability to follow complex procedures | E | Application & Interview |
| Excellent organisational skills with ability to meet deadlines and prioritise work | E | Application & Interview |
|  | Ability to collate and produce accurately typed documents | E | Application & Interview |
|  | Ability to work autonomously on own initiative | E | Application & Interview |
|  | Ability to work collaboratively with colleagues | E | Application & Interview |
| **Other** | Excellent written communication skills | E | Application & Interview |
| Ability to multi-task | E | Application & Interview |
| Attention to detail and accuracy | E | Application & Interview |
|  | Ability to cope well under pressure | E | Interview |
|  | Commitment to and understanding of equal opportunities | E | Application & Interview |

I confirm that I have received and read the above Job Description and Person Specification.

As an employee of the Charity, I understand the duties and responsibilities assigned to me. Furthermore, I understand that these are intended as guidelines and may change over time, as necessary. From time to time, I understand I may be asked to perform duties and undertake responsibilities that are not specifically set out in my job description but are suitable for my role and level.