

1. Job details	
Job title	Scheduled Customer Service Advisor – National Customer Service Centre
Salary band	Band 6
Accountable to	Team Leader – National Customer Service Centre

2. Job summary
<p>The Scheduled Customer Service Advisor is responsible for delivering service excellence to all customers but with specific focus on scheduled customers.</p> <p>To provide an effective telephone sales service to incoming callers and manage shared inboxes ensuring training requirements and requests are dealt with accurately and efficiently whilst maintaining the agreed internal/external service levels and meeting the organisations core values.</p>

3. Main duties and responsibilities	
1	Provide the primary telephone answering service for incoming callers in a professional manner and to process their bookings/requests efficiently to agreed service levels and individual targets.
2	Deal with incoming e-mails to the shared inbox for bookings and general enquiries in a professional manner meeting the service level agreement and individual targets.
3	Ensure that all bookings are accurately recorded on the relevant databases paying attention to the specific invoicing requirements of each account and have a detailed knowledge and understanding of the hierarchies in the databases.
4	Liaise/negotiate with internal departments to ensure customer requirements are achievable and delivered in a timely manner.
5	Advise and provide information and guidance to customers on current legislative requirements regarding first aid and health and safety
6	Escalate opportunities and issues where appropriate to National Account Executives, Telephone Account Executives or CSA who manage the accounts and support the achievement of revenue targets.
7	Identify up sell and cross sell opportunities converting these and seeking guidance from colleagues and team leaders as required
8	To effectively deal with and process inbound communications to the Customer Service department.
9	Maintain a detailed knowledge of the products, services and marketing campaigns offered on a regional and national basis ensuring the successful promotion of such by members of the team.
10	Contribute and to comply with the organisations policies and procedures. This includes areas such as health and safety, human resources, finance and information technology but is not limited to these areas
11	Maintain professional internal and external relationships that meet the organisations core values
12	Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

4. Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential and desirable criteria		Method supporting assessment
	E	D	

Education and qualifications

Educated to GCSE level or equivalent (Grade C)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Further or higher education or equivalent	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview

Experience

Experience of working in a customer service environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of database management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Background in customer service, business to business or client management environment to evidence negotiation skills.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Experience of using on-line geographical information systems (Google Maps) in a customer advising situation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Experience of general administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

Skills, knowledge and abilities

Excellent interpersonal skills with ability to communicate effectively at all levels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to use IT office applications at intermediate level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Knowledge of current legislative requirements relating to health and safety in the workplace	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Knowledge of England's geographical layout in terms of Cities and Towns	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Knowledge of St John Ambulance products and services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Good verbal and written communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to identify up/cross selling opportunities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview

Motivation

Ability to work on own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Willingness to adapt and learn new skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: TP	Date of preparation: 12/12/2017
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