

Job Title:	Major Accounts Customer Service Advisor, National Customer Service Centre		
Reporting to:	Team Leader - National Customer Service Centre	Job Band:	Band 6
Direct Reports:	0	Size of Team:	28

The Major Accounts Customer Service Advisor is responsible for delivering service excellence to all customers but with specific focus on key and national account customers. 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.

Key Responsibilities

- Provide the primary telephone answering service for incoming Major Account callers in a professional manner and to process their bookings/requests efficiently to agreed service levels and individual targets.
- 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.
- Ensure that all bookings are accurately recorded on the relevant databases paying attention to the specific invoicing requirements of each Major Account and have a detailed knowledge and understanding of the hierarchies in the databases. Perform admin tasks to update databases and spreadsheets e.g. extending contract pricing.
- Liaise/negotiate with internal departments (e.g. allocations, schools, etc.) to ensure customer requirements are achievable and delivered in a timely manner.
- Identify upselling and cross selling opportunities to help maximise the performance of SJA including the escalation of opportunities and issues, where appropriate, to National Account Executives or Telephone Account Executives who manage the accounts and support the NAE's and TAE's in achieving revenue targets.
- Advise and provide guidance to customers regarding first aid and health and safety training courses and products.
- Specialise in the booking of key and national courses against the agreed contract using the appropriate tools e.g. master spreadsheet, and assist with the coordination and development of products specifically tailor made for complex accounts
- To effectively deal with and process inbound communications to the Customer Service department including supporting the Team Leader in resolution of complaints in accordance with agreed complaints procedures and ensuring that these are logged on SharePoint and escalated to team leaders as required.
- Deal with finance queries as required to ensure that the department meets its targets for aged debt
- 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.
- Contribute and comply with the organisations policies and procedures. This includes areas such as health and safety, human resources, finance and information technology but it is not limited to these areas
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder e.g. supporting other sections within National Customer Service Department

You will

- Be able to work on your own initiative and as part of a team
- Have willingness to learn and adapt new skills

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	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C) inc Maths & English	✓	
Further to higher education or equivalent (can include administrative qualifications)		✓
Customer service qualification (Skills for Life level 2 or equivalent)		✓
Experience		
Experience of dealing with customers by telephone, email and internet	✓	
Experience of Data inputting (high levels of speed and accuracy)	✓	
Background in customer service, business to business or client management environment to evidence negotiation skills.	✓	
Experience of using on-line geographical information systems (Google Maps) in a customer advising situation		✓
Experience and/or interest to work within the charity sector		✓
Skills, knowledge and abilities		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use IT office applications at intermediate level	✓	
Effective negotiation skills	✓	
Conversant with processing high levels of customer emails/telephone calls with a keen eye for attention to detail.		✓
Knowledge of England's geographical layout in terms of Cities and Towns		✓
Knowledge of business requirements with regards to first aid and health and safety		✓

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: 28/06/2017



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