

**JOB DESCRIPTION:**

Position:	Customer Services Team Member
Department:	Customer Services Department
Site:	Hely Hutchinson Centre
Hours:	Notional 35 hours per week
Reports to:	Customer Services Team Leader
Issued:	June, 2018

JOB SUMMARY:

The overall objective of the Customer Service Team Member involves working as part of the Customer Services team to ensure departmental targets are met as a whole, working with your line manager to promote change that will facilitate improvement of the customer experience and ensure continued high standards of quality and productivity are maintained.

RESPONSIBILITIES:**Supporting go-live (Short-term responsibilities associated with go-live only)**

- Participating and testing the new customer services processes and systems (such as SAP CRM and telephony).
- Writing Standard Operating Procedures (SOPs) for new processes and procedures.
- Support and integrate new team members as the team grows.
- Highlight any areas where the processes could be improved or a gap in the process exists.

Customer/Client Relations

- Resolve and respond promptly to telephone and written queries from both customers and clients in line with key performance indicators in order to meet or even exceed customer needs.
 - Proactively liaise with both clients and customers to maintain a first-rate working relationship.
 - Prepare and process orders/credits received from customers and clients.
 - To liaise effectively with all other departments to achieve swift problem solving and maintain good communication internally and externally.
 - Liaise with Services Department to ensure special requirements are met on time.
 - Identify ways to improve the process to enhance service.
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- Manage customer and title master data requests.

Job specific duties

- To effectively plan and prioritise workload in order to meet strict deadlines.
- Promptly advise and escalate to the team leader/manager any on-going issues or queries you are unable to resolve.
- Ensure high standards of quality and productivity are maintained in accordance with our internal quality programme.

General

- Ensure Quality, Health and Safety and Environmental standards and all related company policies are adhered to, raising any issues to the relevant parties as appropriate.
 - Take reasonable care for your own health and safety and that of others who may be affected by what you do or what you fail to do.
 - Any other duties as may be reasonably requested in line with the job role.
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PERSON SPECIFICATION:

Essential Factors	Desirable Factors
<p data-bbox="277 304 724 333"><u>Knowledge, Experience & Qualifications</u></p> <ul data-bbox="252 365 730 629" style="list-style-type: none"><li data-bbox="252 365 730 427">• Proven experience of working within a Customer Service environment.<li data-bbox="252 450 730 544">• Professional telephone manner, able to develop working relationships with customers and clients.<li data-bbox="252 566 730 629">• Competent IT skills for Excel, Word and Outlook.	<p data-bbox="874 304 1321 333"><u>Knowledge, Experience & Qualifications</u></p> <ul data-bbox="874 365 1374 618" style="list-style-type: none"><li data-bbox="874 365 1374 394">• System testing experience.<li data-bbox="874 416 1374 445">• Been involved in previous projects.<li data-bbox="874 468 1374 530">• Knowledge of the LBS/Bookpoint ways of working.<li data-bbox="874 553 1374 618">• A good knowledge of the publishing industry.
<p data-bbox="405 683 596 712"><u>Skills & Attitudes</u></p> <ul data-bbox="226 743 759 1205" style="list-style-type: none"><li data-bbox="226 743 759 801">• Excellent communication skills, both written and verbal.<li data-bbox="226 824 759 853">• Good organisation skills.<li data-bbox="226 875 759 904">• Good attention to detail.<li data-bbox="226 927 759 956">• Must be flexible.<li data-bbox="226 978 759 1037">• Able to manage workload and meet strict deadlines.<li data-bbox="226 1059 759 1088">• Self-motivated but also a team player.<li data-bbox="226 1111 759 1140">• Reliable.<li data-bbox="226 1162 759 1191">• Calm under pressure.	<p data-bbox="1043 683 1235 712"><u>Skills & Attitudes</u></p> <ul data-bbox="874 743 1350 927" style="list-style-type: none"><li data-bbox="874 743 1350 772">• Enjoys a challenge.<li data-bbox="874 795 1350 824">• Task driven.<li data-bbox="874 846 1350 875">• Keen to develop personal skills.<li data-bbox="874 898 1350 927">• Good influencing and negotiating skills.