

**Role title:** Post Office Specialist

**Department:** Post Office

**Job family:** Customer Service

**Job level:** Level 3

### About the role:

To provide an exceptional customer service for our customers and members, take time to understand their needs and requirements, and provide information on the extensive range of post office services and transactions to ensure a positive and consistent experience.

To play an active part in the team to ensure the branch achieve and exceeds all set financial and KPI targets.

Supporting the local community by getting involved in fundraising for local charities and groups as part of the regional community activity.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Society

### What you'll be doing:

The post holder shall:

- Provide excellent face to face customer service by adopting an approachable and friendly manner, taking pride in satisfying or exceeding our customer's expectation and experience.
- Establish a good rapport with customers by engaging with them about products and promoting the values of the society and the benefits of being a member
- Understand how the branch is performing against financial targets and steering wheel measures and work individually and as a team to maximise sales opportunities
- Have a good understanding of the products we sell and be able to offer guidance to customers sharing knowledge of local products and promotions
- Take ownership to ensure that customer complaints are dealt with professionally and processed speedily in line with the Society's complaints procedure or escalated to a

### Manager when needed

- Comply with legal obligations and requirements to minimise risk and inspire customer confidence
- Take responsibility for own performance, learning and development; complete all required statutory training on time and ensure complete understanding of requirements and implications
- Ensure all areas are kept clean, tidy and adhere to safety practices.
- Maintain an understanding of and always work in line with the Post Office and the society policies and procedures.
- Be actively involved with community projects and supporting local community groups through the regional community activity and by using allocated Community Hours
- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.
- Willingness to work with and assist in other Midcounties Post Offices and also our food retail colleagues when required
- Be responsible for opening or closing the branch when required and be a responsible key holder
- Take responsibility for completing all end of day tasks including cash and stock accounting
- Complete the required P250 assessment when required and commit to undertake regular compliance tests as requested by Post Office Limited.

### About you:

- Face to face customer service skills preferable
- Previous retail/sales experience preferable
- Previous cash handling experience required
- Good IT skills are required
- Passionate about delivering a quality service that always aims to exceed customers expectations
- Committed to supporting the local community



FoodCOOP

TravelCOOP

FuneralCOOP

Little  
Pioneers  
early years COOP

BroadbandCOOP

EnergyCOOP

MobileCOOP

**Scope:**

Reports to: Post Office Manager

Direct reports: N/A Manages budgets: N/A

Contacts: Develop relationships with relevant Post Office colleagues.