

**Role title:** Customer Service Advisor

**Department:** Phone Coop

**Job family:** Customer Service

**Job level:** Level 3

### About the role:

- To represent Co-operative Flexible Benefits as a professional and customer focused business.
- Act as the dedicated Helpdesk point of contact for all Co-operative Flexible Benefits customers.
- Providing efficient, high quality day to day telephone, general administration and e-mail support to clients, customers and colleagues.
- However, 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:

- Demonstrate a 'Can Do Attitude' and go the 'Extra Mile' in order to deliver a first-class customer service experience on Helpdesk.
- Provide reliable, accurate and timely support to existing customers, new prospects and all colleagues.
- To update records and systems in line with the Standard Operating Procedures
- Ensure KPIs are met to increase customer satisfaction levels
- Become familiar with accounts and build a rapport with key contacts within client base.
- Adjust pace of work to accommodate busy periods in a calm and efficient manner.
- Prioritise workload and organise own time so that deadlines are met and enquires are answered promptly or passed to the appropriate person.
- Work as part of a team in order to maintain customer service standards and help support others during busier periods
- Complete any tasks given to you by your line manager within agreed timescales.

- Take reasonable care for the Health and Safety of themselves and others who may be affected by their acts or omissions at work

### Internal and External Relationships:

- To build good working relationships with Flexible Benefits clients and customers
- To work with internal support teams in order to service Flexible Benefits clients

### About You:

- Appreciation of the Co-operative values and principles and be seen to be an ambassador
- To effectively and professionally work as part of a team
- To have excellent customers service skills and demonstrate a positive 'Can Do' attitude and going the 'Extra Mile' to ensure the customers' needs are met and exceeded
- Attention to detail and the desire to 'get it right first time', along with a willingness to learn to continually improve skills and self-develop
- Mindful of the environment and show consideration to being socially responsible.
- Previous experience in Customer Service and administration ideal not essential

### Scope:

Reports to (Job Title): Team Leader

Direct Report: None

Manages budgets: No