

Customer Service Representative

Job description

Purpose Summary

To provide excellent professional support services in dealing with our customers, ensuring that queries are resolved efficiently, effectively and within the departments service level commitment. To carry out internal activities as part of our support team.

The key areas of responsibility for the Customer Service Representative include:

- Customer Service
- Responsiveness and Efficiency
- Systems update and Reporting
- Monitoring and Escalation
- Teamwork
- Knowledge

Principal Responsibilities

Customer Service

- To provide professional and effective services to internal and / or external customers, to meet customer expectations, particularly in terms of Quality and Timeliness in line with departmental standards, procedures and guidelines.
- To build effective relationships with customers both internally and externally, and carry out internal activities as part of the support team.
- To keep accurate records of discussions with customers, within the company customer support database.
- To deal effectively with all customer support calls & emails, investigating, logging and responding to queries and ensuring progression to the support consultant.
- To manage customer access to the online customer support interface through Support.Causeway.com
- To manage and respond to customer communications in a professional and courteous manner.
- To communicate courteously with internal and / or external customers by telephone, email and face to face, building positive relationships, investigating, responding to and progressing issues and queries to a successful conclusion at the earliest time.
- To speak positively and enthusiastically about the company and its products and services to ensure that a professional company and brand image is provided at all times to customers and colleagues.

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Responsiveness and Efficiency

- To provide initial responses to customers for Causeway software products within agreed response times.
- To plan and prioritise work activities across areas of responsibility and to provide visibility of any delivery / task completion issues to the Customer Care Co-ordinator, Customer Support Manager or other managers whose activities may be affected.

Systems Update and Reporting

- To log support call details within the support application (Causeway Support) and to ensure that it is correctly assigned to the appropriate person for follow up.
- To ensure that all customer records are maintained and updated within the Support Database, ensuring accuracy of data and that it is updated in accordance with the Data Protection regulations.
- To provide line & support management with reports as required.

Monitoring and Escalation

- To monitor response times and escalation processes to support team leads and management ensuring prompt follow up and ownership.
- To contact customers following the completion of a support request, to measure customer satisfaction, and ensure accurate responses are recorded.

Teamwork

- To work as part of a team to achieve the departmental standards.
- To work together with other departments and divisions within the organisation to identify any process improvements and improve standards, efficiency and profitability.

Knowledge

- To ensure that a good level of understanding and knowledge of organisations products and services, which is improved and maintained at all times, ensuring that customer queries can be dealt with accurately and appropriately and supported by the department.
- To take responsibility for own personal development in line with agreed annual performance objectives.
- To be willing to listen to and support colleagues and team members with professional problems, devoting time to impart expertise, infusing confidence and expressing positive expectations regarding the team's and company's performance.
- Such other duties as the management may from time to time reasonably require.

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Reporting

Department: Customer Support

Location: Support and Development Centre – Watford, Bourne End or Farnham

Reports to: Customer Service Co-ordinator / Customer Support Manager

Responsible for: N/A

Key Interfaces

Dealing with both external and internal customers, Liaising with customer support and other internal departments to bring queries to a satisfactory closure.

Dimensions / Budgets

The department consists of full time / part time consultants, who deal with incoming customer queries via the telephone, email or online support system, between the hours of 0830 – 1730 Monday to Friday with a staggered approach to support cover (i.e. start and finish times may be 0830 – 1700 or 0900 – 1730). This includes up to 2 dedicated customer care representatives fielding calls and logging e-mails. The team deal with approximately support 2500 requests per month across the software products for a customer base of approximately 1500 companies.

Knowledge, Experience and Qualifications

Essential Skills, Competencies and Qualifications

Excellent written and verbal communication skills and good clear telephone manner.

Excellent customer focus and strong desire to provide exceptional customer service.

A good team player with a flexible approach, possessing a strong commitment to customer service excellence.

A background in relevant customer care/service environment, including handling e-mail and telephone queries, preferably in an IT/software helpdesk environment.

Good time management, highly accurate with excellent attention to detail.

The ability to work under pressure and multi-task, whilst demonstrating drive and a positive approach to work and continuous improvement.

A good working knowledge of how to operate MS office products and e-mail generally.

Educated to a minimum A-Level or equivalent requirement.

This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.