

JOB DESCRIPTION

Job Title: Customer Support Associate – general
Department: Customer Support
Reports To: Senior Customer Support Associate
Supervises:
Grade: 11 DATE: 27 November 2020

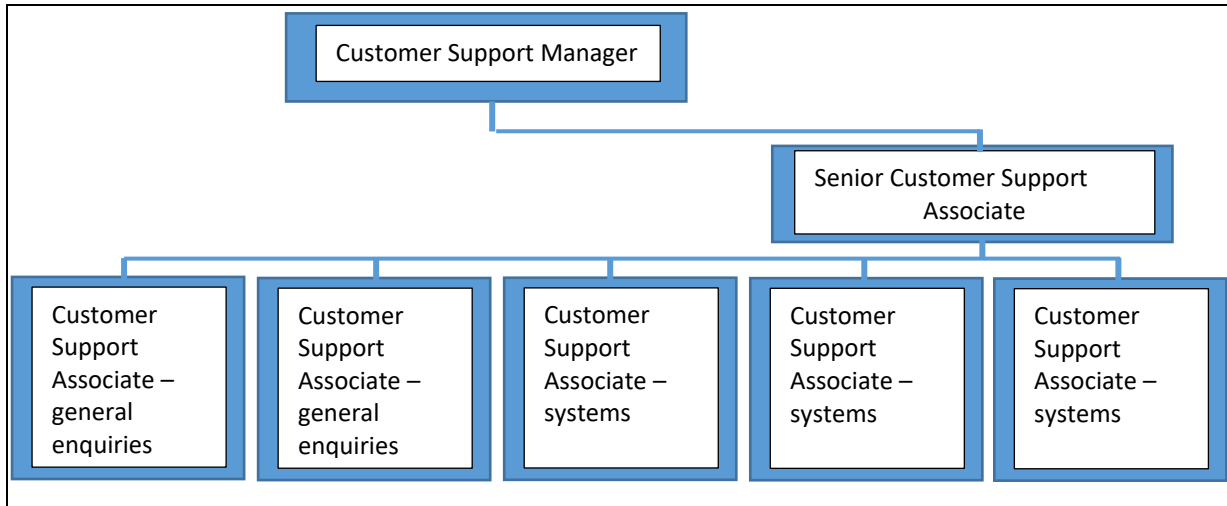
PURPOSE OF THE JOB:

Part of a team that handles all centralised customer queries, orders, enquiries, complaints, payments; maintaining ongoing relationships with customers and other stakeholders. Delivers information that is sometimes complex, requiring specialist knowledge of all associated products, processes and/or client-specific arrangements.

DIMENSIONS:

Average load - 30 inbound calls, 25 inbound emails per day

ORGANISATION STRUCTURE:



PRINCIPAL ACCOUNTABILITIES:

- Act as first point of contact for all inbound centre and learner enquiries, email and calls
- Where appropriate, resolve enquiries at first point of contact and within SLA
- Where appropriate, signpost enquiries to the relevant department
- Maintain a specialist knowledge base of qualifications, processes and systems
- Maintain a specialist knowledge base of learner processes and systems
- Process centre and learner payments
- Coach customers in the use of relevant systems
- Track enquiries to spot areas for improvement
- Complete and dispatch product orders
- Where appropriate, inform customers of products and services available to them
- When required, support other tasks as directed

WORKING RELATIONSHIPS AND CONTACTS:

Establish, build and maintain strong working relationships with key departmental and 3rd party contacts to ensure that 2nd line enquiries are signposted appropriately and executed within stated SLAs.

GENERAL RESPONSIBILITIES

These are standard to all VTCT Job Descriptions

- Undertake training and development as required by the organisation.
- Demonstrate by actions commitment to organisation's Values.
- Demonstrate by actions commitment to equality, diversity and inclusion.
- Any other duties commensurate with role to support the organisation's business needs.
- To be responsible for their own health and safety.

PERSON SPECIFICATION

Job Title: Customer Support Associate

Department: Customer Support

ATTRIBUTES	ESSENTIAL	DESIRABLE
Knowledge	<p>Organisational and administrative skills</p> <p>Ability to work on own initiative, with minimal supervision</p> <p>Excellent customer service communication skills through all communication media (oral, written, etc.)</p> <p>Understanding of benefits of continual improvement</p>	
Technical/Work-based Skills	<p>Sound understanding of Microsoft packages, Word, Excel, Outlook etc.</p> <p>Troubleshooting and problem resolution</p>	Experience of using CRM applications
General Skills/Attributes	<p>Excellent attention to detail</p> <p>Willingness to undertake training and development activities</p> <p>Ability to work under pressure and meet deadlines</p>	

	<p>Ability to absorb and retain essential information</p> <p>Flexible in approach</p> <p>Ability to travel to professionally represent VTCT at external events</p> <p>Enthusiasm, tact and diplomacy</p> <p>Calm whilst working under pressure</p>	
Experience	<p>Minimum of 2 years' experience of working in a busy customer service environment and building customer relationships</p>	<p>Experience in education or industry sectors in which VTCT works</p>
Qualifications	<p>Educated to Level 3 standard (A Level/NVQ3 or equivalent)</p> <p>GCSE Grade C (or equivalent) in Maths and English or Level 2 Key Skills/Functional Skills/Literacy/Numeracy</p>	<p>Level 3 Customer Service qualification or equivalent</p>



Job Description Document Confirmation Section

Job Title: Customer Support Associate – General

Department: Customer Support

I confirm that this is a true and accurate reflection of this job

JOBHOLDER signature

Print Name

Date

Jon Snow

LINE MANAGER/SUPERVISOR signature

Print Name

16/11/2020

Date

**HEAD OF DEPARTMENT signature
(if different from Line Manager)**

Print Name

Date

Comments/Notes: