



## Job description

# Customer Services Representative

<b>Job reference:</b>	<b>OPR-CSR1</b>
<b>Location:</b>	<b>Canary Wharf</b>
<b>Reports to:</b>	<b>Customer Contact Centre Team Manager</b>
<b>Grade:</b>	<b>G</b>

## Job purpose

To deliver excellent customer service to all customers who contact the GPhC by telephone or email. To provide first class support to internal colleagues in screening them from queries, identifying potential Fitness to Practice issues and collecting information on types of queries being received.

## Main accountabilities

1. To handle all incoming telephone calls into the Contact Centre and ensure that high levels of customer service are maintained at all times.
2. To follow the correct call handling procedures within the Contact Centre, to ensure that the best service can be maintained within the Department. This is by remaining logged into the system for the full day and being available to take calls wherever possible thus minimising call waiting times.
3. To ensure that all telephone calls are handled professionally, using appropriate language, empathy, listening skills and call control so that all queries are answered fully and accurately in a way that the customer understands, and in a manner that the customer appreciates.
4. To answer all emails received into the GPhC Info Inbox.
5. To ensure that all emails are answered in an appropriate manner, using clear and concise wording in a language that the customer understands. To ensure that all queries are fully answered, and that the customer fully understands what to do next and where to go for further information.
6. To capture and record information relating to the queries received, in order for management information to be collected and analysed for the benefit of the wider GPhC.
7. To identify and flag any issues of potential risk on individual cases to Fitness to Practice for further investigation.

## Knowledge and skills for this job

	Essential	Desirable
• Significant experience of handling high volumes of calls, preferably in a Contact Centre environment, with an understanding or appreciation of Contact Centre technology, pressures and work practices.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Experience of effectively handling all types of callers, including difficult / irate / upset customers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Experience of providing written replies to customers. The ability to draft bespoke answers in clear, concise language.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Target driven with the drive and desire to ensure that all individual and Department targets are achieved.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Active team player, demonstrating behaviours of helping colleagues, sharing information, identifying & solving process & efficiency issues, flexibility to ensure that SLA's are met and contributing to the morale of the team.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• A pro-active, "can do" approach to helping customers, and the tenacity to ensure that answers are provided to customers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The knowledge and skills required for this role may change according to the needs of the GPhC.

## Terms and conditions

Salary:	The salary for this role is £22,800. Salaries are usually reviewed in June. If you start after 1 <sup>st</sup> March, your salary will first be reviewed in June of the following year.
Hours:	35 hours per week, from 9.00 to 5.00, Monday to Friday
Holiday entitlement :	30 days per annum, pro rata, plus all Bank Holidays