

## **Job Description**

**Title:** Customer Service Advisor

**Summary/purpose:** To contribute to the efficiency and effectiveness of the company by providing outstanding customer service to all provisions across the Itec Network.

**Reporting to:** Customer Support Manager

**Supervising:** N/A

### **Duties and Responsibility:**

- Responsible for obtaining relevant customer information through appropriate communication channels e.g. telephone, email, messaging, correspondence, on-line and IT systems. Through proactive and reactive contact, using appropriate techniques to fully understand the customer's wants and needs and to verify understanding with the customer.
- Responding for using in-depth knowledge of Welsh Government and Itec products, services, processes and systems to deliver appropriate and desired customer outcomes.
- Responsible for finding solutions for customers and giving them best advice regarding our services, products and contracts.
- To be the first point of contact for all customers accessing all provisions across the Itec Network
- Responsible for working in partnership on a daily basis with internal and external teams to discuss individual customers wishing to join the provision.
- Responsible for working through provision referrals and be the first point of contact to each customer by offering a warm call to establish the information on the referral form and start the engagement process for the customer.
- Responsible for the coordination of all the eligibility documentation, registration, certification and compliance paperwork for all customers
- Responsible for booking the customer on the next available induction and run through all the necessary booking information with the individual.
- Responsible for sending the customer welcome information and paperwork.
- To be the main point of contact for the customer through the welcome process and before they start officially on any provision.
- Responsible for supporting teams regarding customers who fail to attend.
- Responsible for managing the in-work support process for each customer.
- Responsible for managing the tracking process for each customer.
- Responsible for managing the mentoring calls for each participant.
- Accountable for meeting the necessary contractual KPIs in relation to your role.
- Responsible for updating everything digitally in a timely manner, ensuring correct content, accurately and within a compliant manner.
- Responsible for dealing with complaints and queries in a timely, professional and effective manner.
- Responsible for dealing with all customer/ employer satisfaction surveys or telephone calls.
- To support with audit preparation on a regular basis ensuring all contractual requirements are addressed.

### General

To ensure security of company assets

- To comply with all company policies and procedures
- To attend external meetings, training and networking events as required
- To take responsibility for personal continuous development
- To comply with the companies safeguarding policy & procedure and the code of conduct
- To comply with Equal Opportunities Legislation and be proactive in challenging prejudice, discrimination and stereotyping.
- To implement in full the Company's quality policies and procedures.
- To consult the Company Health and Safety Policy with regards to their specific responsibilities as described in the general arrangements section
- To give consideration to their actions at work as to how they may affect the safety of Learners, clients and visitors to Company premises
- Support organisations core values
- Co-operate with all staff to achieve a healthy and safe workplace and reporting any risks identified, at the company's or others premises, to the designated Health and Safety Officer.
- Other duties that may be identified from time to time by the Company.
- Attend relevant training / personal development programmes

### Person Specification

	Essential	Desirable
<b>Experience &amp; Qualifications</b>	<ul style="list-style-type: none"><li>• Customer Service experience</li><li>• Administrative experience</li><li>• Previous experience of working in a target driven environment.</li></ul>	<ul style="list-style-type: none"><li>• Experience within the training industry</li><li>• Qualified or with the potential and willingness to work towards</li><li>• NVQ Customer Service or Business Administration L2 or equivalent</li></ul>
<b>Skill</b>	<ul style="list-style-type: none"><li>• Excellent communication and interpersonal skills</li><li>• Listening skills</li><li>• Excellent digital skills</li><li>• Good organisational skills</li><li>• Able to work to targets and deadlines and result driven</li><li>• Excellent telephone etiquette and comfortable with speaking with customers over the phone</li></ul>	<ul style="list-style-type: none"><li>• Eye for detail – compliance led</li></ul>
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• IT Literate</li></ul>	<ul style="list-style-type: none"><li>• Data base entry experience</li></ul>
<b>Characteristics</b>	<ul style="list-style-type: none"><li>• Self-motivated, Self-Starter</li><li>• Flexible in approach</li><li>• Ability to work under pressure and in a fast paced environment.</li><li>• Smart Appearance</li><li>• Reliable</li></ul>	

NAME \_\_\_\_\_

SIGNATURE

DATE