

JOB TITLE		
Job Title: Customer Service Team	Level:	Team: Customer Services

REPORTING RELATIONSHIPS	
Responsible to	Customer Services Team Leader
Other reporting line	Human Resources Manager
Responsible for (number of subordinates)	None

MAIN PURPOSE OF JOB
<ul style="list-style-type: none"> • Processing of all calls received in Customer Contact Centre quickly and efficiently • 9am to 5.30pm Monday to Friday or as appropriate • Using Visualfiles software package • Using Mitel communications package to monitor call levels

KEY POINT AREAS
<ul style="list-style-type: none"> • To ensure the accurate and efficient process of all calls received between 8.30am and 5.30pm Monday to Friday. • First response to general or specific queries • Resolution of call enquiries • Updating of Visualfiles Database following call • Reproduction of initial packs to Client / Customer where required via post or email • Reproduction of additional letters and documents pertaining to instruction. • Answering calls within SLA remit • Professional and efficient service at all times • Using the in house security process

KNOWLEDGE SKILLS AND EXPERIENCE
<ul style="list-style-type: none"> • Telephony work • Customer focused experience • Computer Skills– Word, Excel, Case Management Systems • Polite & courteous manner appropriate to a legal firm

CONTEXT OF ROLE
<ul style="list-style-type: none"> • Up to 100 calls per day • Accurate information to be provided to all callers. • Accurate information to be entered on visual files database • Updating via email to Case Handler



COMPLEXITY AND ESSENTIALS OF ROLE

- Utilising the First in First out approach to calls
- Updating of visual files for every call taken.
- Clients include Volume introducers RBSG and Private Client
- Constant client, broker or customer query by telephone
- Team work essential
- Flexibility to work within other teams as and when required.

CONTACTS

- Liaison with all internal teams
- Directors
- Liaison with Lenders, Solicitors, Brokers, Client & Customer

Job ref: Custser

Date: 01/03/2015

The company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the business.

