

JOB DESCRIPTION

Job Title: Customer Service Team Member	Existing Job Holder: (if applicable)
Department: Customer Service Team	Reports to: Customer Service Team Leader

Purpose of the Role

- To represent the GPL brand, uphold the GPL values of Professionalism, efficiency, helpfulness and communication and to deliver the best possible customer experience
- To answer all incoming calls to the business within the specified lender SLA's and personal KPI's
- Ensure the callers queries are answered correctly and any issues resolved
- To log the history of the calls in as much detail as possible to make it easier for others to understand the status of the file
- Make outgoing welcome calls to clients and customers introducing the firm and explaining our process

Key Accountabilities

- Provide a professional, polite and courteous service
- To answer all incoming calls to C3 between the hours of 8.30 and 5.30 Mon-Fri
- Use Mitel software to monitor call levels
- Provide accurate updates to all callers
- Use Visualfiles to log details of all calls
- Ensure in house security questions are completed
- Resending documents to customers/clients/brokers by email as and when requested
- Working together as a team is imperative
- Making outgoing welcome calls to clients and customers
- Explain and encourage the use of G:PortL and understand how it works
- Reporting any process failures to the Team Manager
- Working in a team of changeable size dependant on call volume fluctuations in line with instructions
- Be prepared to assist the progressions team or other departments if and when required

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties.

Quantitative Information

We answer between 800 and 1500 calls per day and would expect 95% of these calls to be answered within 60 seconds.

When fully trained, all Call handlers are expected to take a minimum of 80 calls per day with an expected handling time (including talk and wrap-up time) of 7 minutes.

Key Challenges (describe the most challenging or complex parts of the job)

- High volume of calls and the variety of requests made within the call
- Ability to remain calm under pressure
- High dependancy on case handlers and support teams to input accurate data in Visual Files
- In depth knowledge needed across all case types

Working relationships (describe significant working contacts with others, their frequency and their purpose)

Manager

- Induction training

- Daily interaction
- One, two and three month reviews to establish if probation can be passed.
- Return to work interviews to be conducted once the employee has returned to the office following sickness
- Monthly Team meetings
- Quarterly one to one meetings to review personal performance and discuss KPI's
- Annual appraisals

Other Company employees – by Phone

- Case Handlers – Daily, to assist with queries on files
- Progressions – Daily, email if chasers are required
- Pre-offer – Frequently, if assistance is needed with instructions or quotes.
- Finance – Daily, Lease and Shortfall payments.
- Post Completion- Daily, if receive any HMLR or registration queries

Customers and clients – both banking and private by phone and occasionally email

Other external contacts who may call into the Customer Contact Centre

- Lenders
- Solicitors
- Brokers
- Estate Agents
- Managing Agents
- Freeholders
- HM Land Registry
- Outgoing parties
- Prospective clients
- Developers
- Sales/Cold callers