

<b>JOB DESCRIPTION</b>	
<b>Job Title:</b>	<b>Customer Services Advisor</b>
<b>Location:</b>	Head Office, Blackpool
<b>Reports to:</b>	Contact Centre Team Manager
<b>Responsible for:</b>	N/A
<p><b>Job Purpose:</b>            To provide excellent service to existing or prospective FSB members, in order to support retention and growth objectives through inbound and outbound calls.</p>	
<p><b>Key Areas of Accountability:</b></p> <ul style="list-style-type: none"> <li>• The provision of excellent customer service to all Members / prospects in line with the agreed KPIs and quality standards</li> <li>• Inbound calls answered and after call work completed within targeted timescales</li> <li>• Using outbound dialler for proactive customer service calls</li> <li>• Effectively and efficiently resolve all member queries in line with company guidelines</li> <li>• Work collaboratively with team members and other departments to ensure, where possible, a first time resolution.</li> <li>• Maintain the highest standards in quality and productivity, paying attention to accuracy and detail.</li> <li>• Keep up to date with FSB / Service Provider knowledge in order to provide relevant information to Members and prospects.</li> <li>• Deliver business results in line with agreed objectives</li> <li>• Identifying sales/upselling</li> <li>• Keep up to date with all processes and procedures pertinent to the role.</li> <li>• To proactively recommend improvements for the Contact Centre in order to continuously improve the operation</li> <li>• Take responsibility for identifying personal training and development needs and raising with your line manager</li> <li>• Provide cover for other teams within the Contact Centre operation as required</li> <li>• To undertake other duties relevant to the department’s activities commensurate with the level of the post and as directed by the Team Manager</li> </ul> <p><i>This job description is not intended to be an exhaustive list of duties and responsibilities. The job description will be reviewed and updated as the needs of the business evolve.</i></p>	

<b>PERSON SPECIFICATION</b>		
<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	.	European Computer Driving Licence (ECDL) or similar  Educated to GCSE Grades A to C or equivalent in Maths and English.
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of telephone operations, ideally gained within an office, reception or call centre environment.</li> <li>• Experienced in problem solving, advising and / or presenting information to customers</li> <li>• Proven experience of customer service delivery, whether in person or over the telephone.</li> <li>• Experience of working to a high standard (accuracy and attention to detail) and within deadlines.</li> <li>• Experience of maintaining paper based and electronic records, in line with data protection principals.</li> <li>• Experience of providing excellent customer service to business people and members of the public.</li> </ul>	Sales through service
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Customer service focused.</li> </ul>	An understanding of small businesses
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Able to quickly build rapport with members/customers</li> <li>• Proficient in using Microsoft Office suite specifically Word, Excel with competent keyboard skills, Proficient in using e-mail and the internet.</li> <li>• Accuracy and attention to detail</li> <li>• Excellent interpersonal skills.</li> <li>• Effective and clear communicator (written and verbal).</li> <li>• Professional telephone manner.</li> </ul>	
<b>Specific Requirements</b>		