

**JOB DESCRIPTION:**

<b>Position:</b>	Customer Services Team Member
<b>Department:</b>	Customer Services Department
<b>Site:</b>	Hely Hutchinson Centre
<b>Hours:</b>	Notional 35 hours per week
<b>Reports to:</b>	Customer Services Team Leader
<b>Issued:</b>	June, 2018

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**JOB SUMMARY:**

The overall objective of the Customer Service Team Member involves working as part of the Customer Services team to ensure departmental targets are met as a whole, working with your line manager to promote change that will facilitate improvement of the customer experience and ensure continued high standards of quality and productivity are maintained.

**RESPONSIBILITIES:****Supporting go-live (Short-term responsibilities associated with go-live only)**

- Participating and testing the new customer services processes and systems (such as SAP CRM and telephony).
- Writing Standard Operating Procedures (SOPs) for new processes and procedures.
- Support and integrate new team members as the team grows.
- Highlight any areas where the processes could be improved or a gap in the process exists.

**Customer/Client Relations**

- Resolve and respond promptly to telephone and written queries from both customers and clients in line with key performance indicators in order to meet or even exceed customer needs.
  - Proactively liaise with both clients and customers to maintain a first-rate working relationship.
  - Prepare and process orders/credits received from customers and clients.
  - To liaise effectively with all other departments to achieve swift problem solving and maintain good communication internally and externally.
  - Liaise with Services Department to ensure special requirements are met on time.
  - Identify ways to improve the process to enhance service.
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- Manage customer and title master data requests.

**Job specific duties**

- To effectively plan and prioritise workload in order to meet strict deadlines.
- Promptly advise and escalate to the team leader/manager any on-going issues or queries you are unable to resolve.
- Ensure high standards of quality and productivity are maintained in accordance with our internal quality programme.

**General**

- Ensure Quality, Health and Safety and Environmental standards and all related company policies are adhered to, raising any issues to the relevant parties as appropriate.
  - Take reasonable care for your own health and safety and that of others who may be affected by what you do or what you fail to do.
  - Any other duties as may be reasonably requested in line with the job role.
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**PERSON SPECIFICATION:**

<b>Essential Factors</b>	<b>Desirable Factors</b>
<p data-bbox="277 304 724 333"><b><u>Knowledge, Experience &amp; Qualifications</u></b></p> <ul data-bbox="252 367 730 629" style="list-style-type: none"><li data-bbox="252 367 730 427">• Proven experience of working within a Customer Service environment.</li><li data-bbox="252 450 730 546">• Professional telephone manner, able to develop working relationships with customers and clients.</li><li data-bbox="252 568 730 629">• Competent IT skills for Excel, Word and Outlook.</li></ul>	<p data-bbox="874 304 1321 333"><b><u>Knowledge, Experience &amp; Qualifications</u></b></p> <ul data-bbox="874 367 1374 618" style="list-style-type: none"><li data-bbox="874 367 1374 396">• System testing experience.</li><li data-bbox="874 418 1374 448">• Been involved in previous projects.</li><li data-bbox="874 470 1374 539">• Knowledge of the LBS/Bookpoint ways of working.</li><li data-bbox="874 562 1374 618">• A good knowledge of the publishing industry.</li></ul>
<p data-bbox="405 680 596 710"><b><u>Skills &amp; Attitudes</u></b></p> <ul data-bbox="228 741 759 1205" style="list-style-type: none"><li data-bbox="228 741 759 801">• Excellent communication skills, both written and verbal.</li><li data-bbox="228 824 759 853">• Good organisation skills.</li><li data-bbox="228 875 759 904">• Good attention to detail.</li><li data-bbox="228 927 759 956">• Must be flexible.</li><li data-bbox="228 978 759 1039">• Able to manage workload and meet strict deadlines.</li><li data-bbox="228 1061 759 1090">• Self-motivated but also a team player.</li><li data-bbox="228 1113 759 1142">• Reliable.</li><li data-bbox="228 1164 759 1193">• Calm under pressure.</li></ul>	<p data-bbox="1043 680 1235 710"><b><u>Skills &amp; Attitudes</u></b></p> <ul data-bbox="874 741 1350 927" style="list-style-type: none"><li data-bbox="874 741 1350 770">• Enjoys a challenge.</li><li data-bbox="874 792 1350 822">• Task driven.</li><li data-bbox="874 844 1350 873">• Keen to develop personal skills.</li><li data-bbox="874 896 1350 927">• Good influencing and negotiating skills.</li></ul>