

**Job Title:**  
**Reporting to:**  
**Directorate**  
**Direct Reports:**

**Customer Service Advisor**  
**Customer Service Team Leader/Manager**  
**Education and Enterprise**  
**0**

**Job Band:**  
**Team**

**Band 6**  
**National Customer Service Centre**

## Job Summary

The Customer Service Advisor is responsible for delivering service excellence to all customers to manage the customer journey from start to finish, working within a fast-paced environment. Across various platforms to provide an effective sales service via phone, email (cases) and webchat. Ensuring training/supplies requirements and requests are dealt with accurately and efficiently, whilst maintaining the agreed internal/external service levels and meeting the organisations core values.

## Key Responsibilities

- Provide the primary telephone answering service for incoming callers in a professional manner and to process their bookings/requests efficiently to agreed service levels and individual targets.
- Respond to customer queries via our live webchat service, providing a first point resolution in line with our HEART values.
- Deal with incoming e-mails (cases) to the shared queues for bookings and general enquiries in a professional manner meeting the service level agreement and individual targets.
- Ensure that all bookings/orders are accurately recorded on the relevant databases paying attention to the specific invoicing requirements of each account and have a detailed knowledge and understanding of the hierarchies in the databases.
- Liaise/negotiate with internal departments to ensure customer requirements are achievable and delivered in a timely manner.
- Provide a consistent high-quality service, which will be measured by our internal Quality Framework.
- Keep up to date and provide guidance to customers regarding first aid and health and safety training courses and products.
- Escalate opportunities and issues where appropriate to National Account Executives, Telephone Account Executives or CSA who manage the accounts and support the achievement of revenue targets.
- Identify up sell and cross sell opportunities converting these and seeking guidance from colleagues and team leaders as required.
- Support with finance queries as required to ensure that the department meets its targets for aged debt.
- Maintain a detailed knowledge of marketing campaigns offered on a regional and national basis ensuring the successful promotion of such by members of the team.
- Contribute and to comply with the organisations policies and procedures. This includes areas such as health and safety, human resources, finance and information technology but is not limited to these areas.
- Maintain professional internal and external relationships that meet the organisations core values.
- Perform any other duties adequate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

## Important things you need to know about this job

- You must be able to work on your own initiative
- Have willingness to learn and adapt new skills
- To be accountable of your own workload
- Going above and beyond

## Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

## Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
Educated to GCSE level or equivalent (Grade C) inc Maths & English	✓	
Further or higher education or equivalent		✓
Customer service qualification (Skills for Life level 2 or equivalent)		✓
<b>Experience</b>		
Experience of working in a customer service environment	✓	
Experience of database management	✓	
Background in customer service, business to business or client management environment to evidence negotiation skills.		✓
Experience of using on-line geographical information systems (Google Maps) in a customer advising situation		✓
Experience of general administration	✓	
<b>Skills, knowledge and abilities</b>		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use IT office applications at intermediate level	✓	
Knowledge of current legislative requirements relating to health and safety in the workplace		✓
Effective negotiation skills	✓	
Conversant with processing high levels of customer emails/telephone calls with a keen eye for attention to detail.		✓
Good verbal and written communication skills	✓	
Ability to identify up/cross selling opportunities		✓
Knowledge of England's geographical layout in terms of Cities and Towns		✓
Knowledge of St John Ambulance products and services		✓
Be willing and able to exemplify the HEART values	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

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