

ROLE PROFILE

Job Role: Customer Service Advisor (Contact Centre)

Salary: Grade C

Competency Band: 2

Location: KAL Contact Centre, HQ

Responsible To: Customer Service Specialist Supervisor

Responsible For: None

Role Description

To be successful in the role of Customer Service Advisor (Contact Centre), it is likely that you already have significant experience in a customer service environment. Your primary aim is to ensure that every customer receives excellent customer service every time they contact Kirklees Active Leisure (KAL) by phone or e-mail and you will contribute to delivering a customer experience which is second to none.

Your role is hugely challenging. It requires pace, energy, resilience and high standards. You will be dealing with all inbound calls from all of our Centres so your ability to deal with highly varied calls whilst ensuring that accurate information is provided is key.

In addition, you will contact prospective customers and partners to gather information or to sell the KAL product.

Key Tasks

- To work as part of a team to provide an exceptional level of customer service via the telephone / e-mail and other communication methods.
- Process both inbound and outbound calls from a variety of customers whilst ensuring that our customers receive the right information, first time, every time.
- Assist Managers across the Trust to deal effectively with customer complaints and queries.
- Assist with initiatives which maintain membership retention levels.
- Assist in the development of and carry out customer service initiatives

Essential Criteria Definition

These are the skills, qualifications, experience and attitude you will need in order to be shortlisted for the post. These are essential to perform your role on day one.

Desirable Criteria Definition

These skills, qualifications and experience are ideal to have on day one of the job, however, if you don't have them yet, we consider most of these can be obtained during the first few months in the role. You must be aware that you will need to be demonstrating these skills longer term. You will be expected to develop your skills and knowledge within an agreed timescale (usually within 3-6 months of your start date) to meet the Desirable criteria in full.

Essential Criteria

- You must be able to demonstrate the KAL values – One Team, Excellence and Passion
- Significant experience of working in a call centre or a busy reception environment
- Experience of working in a customer service environment and ensuring the customer journey is second to none.
- Ability to maintain customer records accurately and in a timely fashion.
- Ability and willingness to assist in membership sales initiatives relating to retention as and when required.
- Ability to deal with customer complaints in the appropriate manner.
- Flexible approach to working hours including willingness to work weekends and evenings
- Willingness to undertake continuing training and development
- Computer literacy
- Strong administration skills
- GCSE Maths and English, or equivalent (NVQ L2)

Desirable Criteria

- Experience of using a computerised membership management/database system
- How to handle difficult customers/dealing with complex/difficult telephone or email queries (informal or formal training)
- Knowledge of customer retention systems/practices
- Knowledge and awareness of working in a multi-cultural environment
- Knowledge of KAL facilities/sites

In addition, we expect that everyone:

- Complies with all health and safety legislation and any site safety rules imposed by management to ensure the health safety and welfare of yourself and other persons, such as members of the public. All relevant health and safety documentation and training will be provided.
- Acts in accordance with KAL's Equal Opportunities policy and treats colleagues and customers with dignity at all times, and does not discriminate against, or harass other



members of staff or customers, regardless of their status. You should also counteract such practice or behaviour by challenging or reporting it.

- Must commit to, support and work within KAL's Safeguarding policies and procedures

Behavioural Competencies

The role of a Customer Service Specialist is Band 2 and you will be expected to demonstrate an ability to work at this level, satisfying the majority of the behaviours at application. You would then be expected to progress until you are consistently meeting all the competencies within Band 2.

KAL Competencies can be found on the website. These competencies may be tested within the interview process.