

<b>Job Title</b>	Customer Service Officer (CSO)
<b>Business Area</b>	Customer Services
<b>Location</b>	Birmingham
<b>Responsible to</b>	Customer Services Team Leader
<b>Responsible for</b>	N/A

## **JOB DESCRIPTION**

### **How the Role fits into the Organisation**

The customer service officer (CSO) role is a key role within the organisation, acting as the point of all front of house and inbound contact and communication with the organisation, including reception and visitor liaison. The purpose is to provide an effective and efficient service to ensure a professional and responsive service to our customers and visitors.

The CSO will be able to provide guidance, advice and where necessary signpost and assist our customers to resolve any queries, report any information, receive feedback and to take any other action required to provide a professional service and excellent customer care.

This job description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. It will be reviewed periodically to consider changes and developments in service requirements, regulations and legislation. Any changes will be discussed fully with the job holder.

### **Job Purpose**

To deliver a high quality, professional and responsive customer service both by telephone and in person

To resolve issues and queries at the point of contact where possible

To ensure continuous improvement of service delivery and customer care when dealing with internal and external customers

### **Key Responsibilities**

- Be the first point of contact for residents, providers, stakeholders and members of the public
- Deliver an exceptional and professional customer service, listening to residents and taking appropriate action, escalating to specialist teams where appropriate
- To manage all customer care cases individually and as a part of team, that provides a resolution and communication is maintained throughout
- Ensure that reception areas are adequately covered ensuring a professional service to our visitors
- Liaise with internal customers as required to ensure customer care is delivered in a timely manner
- Identify areas for improvement and work with colleagues to continuously improve the service
- Ensure that health and safety procedures are followed at all times
- To signpost customers to relevant services where appropriate
- To ensure prompt and appropriate responses to resident enquiries
- To log all complaints or safeguarding concerns in a sensitive but professional manner
- To follow all GDPR procedures

### **Accountabilities within Concept**

Values	To adhere to and promote Concept values.
Collaborative Working	To actively lead with colleagues across Concept sharing good practice and sharing knowledge.
Continuous Improvement	To undertake further training/development as appropriate and to be committed to continuous professional development.
Value for Money	To seek opportunities to improve our business efficiency through identifying cost savings, process improvements or service reviews.
Equality and Diversity	To promote Equality and Diversity across all service areas of Concept.
Health & Safety	To undertake all duties assigned under their Health & Safety responsibilities, paying particular attention to the responsibility for their own health and safety, employees, and customers, adhering to the organisation's Health and Safety policies and procedures and relevant legislation.
Risk Management	To proactively manage risks within their remit and undertake regular risk assessments as appropriate.
Other	The above list is not exclusive or exhaustive. Employees are expected to be professional, co-operative, and flexible in line with the needs of the post, department, and Concept. The post holder is required to undertake such duties as may reasonably be expected within the scope and grading of the post.

I confirm that I have read and accept this job description.

Signed \_\_\_\_\_ Date \_\_\_\_\_