

Job Title:	Inbound Customer Service Advisor	Division/Dept:	Marketing/Customer Service/National Customer Service Centre
Reports To Manager:	Inbound Team Leader	Job Family:	Administration & Supervisory
Date:	July	Band:	2
Purpose: Effective handling of inbound enquiries, to both support and engage variety of customers, by providing an excellent customer experience through a friendly, helpful and effective service, with accurate advice and positive solutions, to realise our Wellbeing, Customer and Income objectives.			
Responsibilities		Performance Measures	Organisational Skills & Values
<ul style="list-style-type: none"> Handle a variety of inbound enquiries, from all customers, including clients, supporters, retail customers, volunteers and general public, delivering an outstanding customer experience and aiming for first contact resolution. Handle all enquiries in line with agreed efficiency, regulatory and quality standards. Handle first line customer complaints, tactfully and calmly controlling the enquiry to find a resolution in line with our complaint handling framework, ideally at first contact. Maximise opportunities with all customers, promoting our products and services at all times, tailoring recommendations to the customer's needs. Escalate and transfer appropriate enquiries and issues in an effective and timely manner. Flexible and dynamic in delivering personal income and operational targets, SLAs and KPI's with a sales through service approach. Maintain up to date knowledge of PDSA Veterinary products and services, scope of service, eligibility criteria and initiatives, plus Marketing and Fundraising products, activity and processes, in order to provide accurate advice and maintain a working knowledge of all frameworks and regulations including the Code of Fundraising Practice, Royal College of Veterinary Surgeons, E-Privacy and Data Protection. Maintain up to date knowledge of all systems, ensuring the accurate and appropriate capture of data, in line with standards including processing of payments and refunds. Compliance with all PDSA policies and procedures. 		<ul style="list-style-type: none"> Customer satisfaction. Personal targets, KPIs and SLAs, with emphasis on service objectives. Personal quality standards. Accuracy of advice. Data accuracy. Regulatory compliance. 	<ul style="list-style-type: none"> Head and Heart Better Together Passion with Purpose Leading Effectively Acting Commercially Planning and Organising
		Dimensions	Role-specific knowledge & skills
		<ul style="list-style-type: none"> Direct Reports – N/A Indirect Reports – N/A Budget – N/A Internal Contacts – NCSC management, Pet Hospitals, Shops and Fundraising teams External Contacts – All customers; clients, supporters, retail customers, volunteers & general public. 	<p>Essential</p> <ul style="list-style-type: none"> Excellent listening & telephone communication skills. Proven empathy & rapport skills Computer literate & experience of data entry accuracy. Experience of working to targets and KPIs Customer Service & Complaint handling skills Experience of handling challenging situations & providing positive solutions. <p>Desirable</p> <ul style="list-style-type: none"> Email or written communication Lead generation & cross-selling
Approved By: HR Ops Team Leader			Date: July 2018