

**Job Title: Customer Service Support**

Grade & Position Number: Grade B

Reports To: Support Coordinator

Role Responsibilities: Budget £0 FTE 0

**The Role**

Essex Cares vision is to be the supplier of choice for Adult Health and Social Care, this role requires strong commercial awareness and the ability to deliver a customer centric service.

The role is the first point of contact into ECL. Responding to customer referrals (via e-mail, phone, and fax), answer incoming calls from customers to answer enquiries and questions, handle complaints, troubleshoot problems and provide information.

**Job Purpose**

To provide high level administration support to the Hubs, Operations Office, Essex Equipment Service and Business Support Centre inclusive of reception duties as required.

**Key Accountabilities**

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Health and Safety and Business Continuity.

**Role Specific Accountabilities**

- Provide a first point of contact to Service Users, Members of the Public, Commissioners and Stakeholders. Providing an excellent customer experience, in line with corporate policy.
- Maintain, develop and apply knowledge of the relevant product/ process area in order to respond to queries and requests from callers.
- Signpost accurately to other organisations, where required, recording enquires for collation and review of potential business opportunities.
- Provide professional and customer friendly service to all customers and deliver a consistent level of service.
- Resolve a high percentage of customer enquiries on first contact.

- Respond to and process incoming customer referrals in line with agreed contractual obligations, ensuring staffing capacity available to support customer.
- Assign appropriate assessors to perform an initial assessment of customer's requirements.
- Provide feedback to management on the quality of calls and suggest ways to improve the customer experience.
- Maximise opportunities over the phone by cross selling and upselling.
- Achieve call handling targets and standards.
- Taking payment for equipment sales over the telephone.
- Maintain an effective system of recording and retrieving statistical information on all aspects of work carried out by the team to deliver to the Performance team to generate accurate MI reports.
- Provide Receptionist duties at the Hubs and Spokes as required.
- Responsible for all administrative tasks on behalf of the Hubs, Operations Office and Business Support Centre.
- Accurately input equipment requests onto an in-house IT system in a timely manner to support Essex Equipment Service meet their KPI targets.
- Ordering, invoicing and receipt of goods / provisions for Hubs and Spokes as directed.
- Must be able to work flexible hours, including evenings and weekends as necessary.

### **Key Skills & Qualifications**

- Previous Customer Care Service experience.
- Experience of administrative work in an office environment.
- Excellent written and verbal communication skills.
- Confidence to deal with a variety of customer situations.
- Good IT skills.
- Problem solving and decision making skills.
- Accuracy / Attention to detail.

## ASPIRE Competencies

<b>Adaptable</b>	<ul style="list-style-type: none"> <li>e Changes behavioural style or method of approach when necessary to achieve goals</li> <li>e Responds to and embraces change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives</li> <li>e Always looking for ways to improve services to the customer</li> <li>e Openly communicates changes to methods of delivery in a consultative way with customers and shows a willingness to adjust</li> </ul>
<b>Supportive</b>	<ul style="list-style-type: none"> <li>e Identifies ways to work collaboratively with colleagues, services and partners to deliver common objectives</li> <li>e Demonstrates self- awareness and recognises how own behaviours impact on others</li> <li>e Is tactful, compassionate and sensitive, and treats others with respect</li> <li>e Consistently displays empathy when dealing with others and demonstrates an encouraging and reassuring attitude</li> </ul>
<b>Performs</b>	<ul style="list-style-type: none"> <li>e Understands what is expected of the role and how this links in with the wider organisations vision and outcomes</li> <li>e Meets and where possible exceeds, targets and objectives and delivers work accurately and to deadlines</li> <li>e Takes pride in achieving results and celebrates the success of others</li> <li>e Consistently delivers a high quality caring service</li> </ul>
<b>Integrity</b>	<ul style="list-style-type: none"> <li>e Upholds the highest standards of professionalism, is respectful of all customers and stakeholders and their opinions and decisions</li> <li>e Builds effective working relationships based on trust and confidence and communicates with customers, colleagues and stakeholders in an honest and open way</li> <li>e Acts as a role model to other colleagues and is passionate about our services</li> </ul>
<b>Responsive</b>	<ul style="list-style-type: none"> <li>e Effectively manages customer expectations and responds to their needs in a timely and caring manner</li> <li>e Consistently communicates in a clear and concise style</li> <li>e Focuses attention on meeting agreed priorities and objectives in the most effective and efficient way</li> <li>e Asks for help and responds to the requests from others</li> </ul>
<b>Enterprising</b>	<ul style="list-style-type: none"> <li>e Actively seeks out opportunities to continuously improve our services</li> <li>e Takes responsibility for own performance, identifying areas to improve and actively seeks out ways to develop these</li> <li>e Identifies problems at the earliest opportunity and thinks creatively in order to solve them</li> <li>e Understands and embraces the use of technology in creating future value</li> </ul>