

Job Title: Customer Service Advisor Apprentice
Reporting to: Customer Service Team Leader **Job Band:** Band 8
Direct Reports: 0 **Size of Team:** 8-16

This is a full-time role, working as part of a team providing exceptional service to our customers. You will also be working towards a qualification in Customer Service. As an Apprentice you will be supported throughout the apprenticeship by a structured programme of teaching, e-learning, face to face training and workplace mentoring prior to completing an assessment. On successful completion of the apprenticeship this will lead to a permanent role subject to completion of a successful interview.

Key Responsibilities

- Provide an effective telephone sales service to incoming callers in a professional manner and to process their bookings/requests efficiently to agreed levels and individual targets
- Maintains customer records by updating account information and ensure that all bookings/orders are recorded accurately on relevant data bases
- Work towards the achievement of personal targets therefore contributing to the overall business performance by maintaining a detailed knowledge of products, services and marketing campaigns
- Ability to build strong and effective relationships with internal colleagues across all levels of the organisation and liaise/negotiate to ensure customer requirements are achieved within a timely manner
- To be able to produce effective and accurate written communication, dealing with incoming emails and cases for bookings and general enquires in a professional manner whilst meeting the service level agreement and individual targets
- To effectively deal and process inbound communications to the Customer Service department
- Develop own subject and professional competence in accordance with the apprenticeship requirements and maintain records showing progress through the programme, including all formal and personal CPD events and records of achievement
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

You will

- Advise and provide information and guidance to customers on current legislative requirements regarding first aid and health and safety
- You will deliver an outstanding customer experience by embracing our values and behaviours.
- Be an effective team player, you will support colleagues throughout the department ensuring processes are handled effectively and efficiently.
- Supported by your line manager, driving your own personal development within SJA and attend training as required.

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
Education and Qualifications		
Educated to GCSE level in English or equivalent (Grade C) or equivalent and or a willingness to complete	✓	
Educated to level 2 and willingness to complete apprenticeship programme of study		✓
Experience		
Experience of customer service		✓
A genuine interest in helping customers	✓	
Skills, knowledge and abilities		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use Microsoft® applications at intermediate level	✓	
Good organisational skills	✓	
The ability to work as part of a team	✓	
Patience and calmness under pressure	✓	
The ability to handle complaints and difficult situations		✓
Ability to work on own initiative	✓	
Willingness to adapt and learn new skills	✓	

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.

Initials: TP

Date of preparation: January 2019



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