



CIM

Human Resource Management

Job Description

Job Title:	Customer Services Coordinator
Department:	Customer Experience
Reports to: Immediate line manager (job title)	Customer Service Team Leader
Purpose or aim: Brief description of the role, this description will be used in adverts so should give a clear picture of the reason this role exists aligned to the purpose of the department	<p>Within this role, you are the first point of contact for all CIM members and potential customers via various forms of communication, such as email and telephone. You must be able to retain knowledge on membership and qualification products in order to assist customers with a broad spectrum of queries. You will be expected to represent CIM in a professional manner to our customers, providing a consistently high standard of personalised customer service at all times. Engaging with existing and potential customers in order to retain and build long term relationships, ultimately strengthening our membership base, is a key aspect of the role. Promoting CIM products and services, taking advantage of opportunities to convert customers to them, is also important.</p>
Description (Duties): Main tasks and accountabilities. A description of the activities to be undertaken and what the job is expected to achieve	<p><u>Customer Service</u></p> <ul style="list-style-type: none"> • Work as part of a team to deliver exceptional personalised service to customers across all channels of customer service communication • Work collaboratively with your immediate colleagues, as well as with other internal and external contacts, to achieve a consistently high level of service in line with internal processes and procedures • Provide professional, appropriate and accurate advice as well as solutions to customers' enquiries • Respond to email queries accurately with a high standard of written English • Employ a professional, helpful tone at all times when assisting customers via telephone • Treat customers' queries individually, always endeavouring to provide information in an accessible and relevant way which corresponds with customers' specific enquiries • Escalate customer complaints as appropriate • Take opportunities to promote CIM products and services • Work within set SLAs and KPIs to ensure a high standard of service is maintained • Support cross-functional working by assisting other teams within the department as necessary and when time allows <p><u>Representing CIM and its Brand</u></p> <ul style="list-style-type: none"> • Accurately maintain the CRM system, ensuring data is accurate, and continually update customers' records • Always conduct oneself in a professional manner when representing the team both to customers and other staff members alike • Glean and record information, including feedback from our customers, and cascade this information through the appropriate channels, using your initiative to identify potential areas of improvement



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	<ul style="list-style-type: none"> Embody CIM's values of openness, optimism, intelligence and authority <p>Product Knowledge</p> <ul style="list-style-type: none"> Maintain a good understanding of all CIM products, including membership and qualifications Continuously develop and share this in-depth product knowledge in order to provide a knowledgeable response to customers, and so provide an added-value service Get involved in the development and testing of new processes, systems and technology in order to provide feedback from a customer perspective
Direct Reports: Positions reporting into the job holder	N/A
Resource Accountability: (Budgets etc.)	N/A
Notice Period:	1 Month
<p>Person Specification: The personal specification should include;</p> <p>Skills/ Abilities Knowledge Experience Qualifications General Attributes (only include criteria that the performance of the job depends upon)</p> <p>With each item listed you should indicate whether it is essential or desirable criteria</p>	<p>Skills</p> <ul style="list-style-type: none"> Proven Customer Service skills and a desire to provide an excellent service which will exceed customers' expectations High level of oral and written communication skills Well organised and with an ability to prioritise workload to ensure a good level of service is maintained Capacity to remain calm under intense pressure brought about by high volumes of customer contacts Ability to develop good working relationships with CIM members and colleagues High attention to accuracy and timeliness Willingness to learn and develop Excellent computer skills and knowledge of Word/Excel/Outlook <p>Knowledge and Experience</p> <ul style="list-style-type: none"> A comprehensive and in-depth knowledge of CIM Understanding of and experience in delivering exemplary customer service <p>General Attributes</p> <ul style="list-style-type: none"> Approachable and professional attitude Willing to accept and develop upon staff feedback Flexible & adaptable attitude Ability to work both individually and as part of a team Ability to learn and hold high volumes of information Good general administration skills
Date Reviewed:	March 2017
Job Holder Signature:	
Line Manager Signature:	
HR Signature:	