

## Job Specification

### Office-Based

#### Job Title

Customer Champion

#### Department

Contact Centre Operations

#### Employment Type

Casual – Flexible Hours

#### Contracted Hours

Up to 35 Hours Per Week

#### Job Purpose

Are you looking for a flexible job that allows you to work on the days and times that suit you? We offer flexible hours, 1-40 hours per week, with on-site training. Successful candidates will be the first considered for permanent employment contracts when required.

As a Customer Champion you will be responsible for taking care of our client's customers. You will be an excellent communicator, who puts the customer first in everything you do. By taking ownership of customer accounts you will provide effective solutions, and positive customer experiences, that drive customer satisfaction and loyalty.

#### Main Duties & Responsibilities

As the first point of contact in response to customer queries you will be entering a world of variety, not only on a daily basis but as each call raises a different query you will be immersed in helping their members overcome what can be confusing, difficult or challenging times. This means that they do not work scripted, you will need to be able to show empathy and have a calm, natural yet professional communication style; explaining complex issues in a clear and engaging way.

- Handle customer enquiries by phone, email and social media.
- High level of both written and verbal communication skills. Manage and resolve customer enquiries
- Provide customers with product and service information
- Enter new and update existing customer information into a CRM.
- Deliver an exceptional customer experience driven through your extensive product knowledge.
- Identify and escalate priority issues
- Route calls to appropriate resource
- Follow up customer calls where necessary
- Identifying vulnerable callers and taking appropriate action to ensure full support is provided.