



## **Job Description – Contact Centre Agent**

<b>Job Title:</b> Contact Centre Agent	<b>Location:</b> Ashford
<b>Reports to:</b> Contact Centre Manager	<b>Salary:</b> £16,812 per annum pro rata Full and part time
<b>Job Purpose:</b>	
1) Support and provide superior customer service via phones, e-mails and face to face and ensure that complete customer satisfaction is achieved at all times	
2) Answer incoming calls from clients regarding the National Careers Service to answer inquiries and questions, handle complaints, troubleshoot problems, and provide information or advice and book appointments.	
3) To make outbound follow up calls to clients that have experienced the National Careers Service, tracking clients and uploading outcomes onto CRM database.	
4) To Support the National Careers Service advisers with administration duties and the uploading of data onto the CRM database.	
<b>Main duties and responsibilities:</b>	
<ol style="list-style-type: none"><li>1. Handle all incoming and required outgoing calls for the National Careers Service obtaining client information, interviewing clients and verify information as needed ensure all administrative processes associated with NCS are effectively carried out.</li><li>2. Communicate by phone and email with clients and Careers Advisers on all aspects of the National Careers Service and ensure that all enquires are logged and responded to in the correct manner.</li><li>3. Route calls to appropriate staff using Skype to gauge staff availability</li><li>4. Determine client eligibility by comparing client information to contract requirements.</li><li>5. Inform clients about the contracts by explaining procedures; answering questions; providing information.</li><li>6. Maintains and improve quality results by adhering to standards and guidelines; recommending improved procedures.</li><li>7. Updates job knowledge by studying new product descriptions; participating in educational opportunities.</li><li>8. Manage and resolve customer complaints where possible and escalate to Contact Centre Manager where needed.</li><li>9. Follow up customer calls where necessary ensure clients receive an end to end service.</li><li>10. Input all required data into the Cognisoft database, YETI, as needed and ensure all relevant communications, records and data are updated and recorded.</li><li>11. Meeting the requirements of contracts ensuring targets are met around volumes, tracking, follow-up, evidence gathering and any other targets as set by the Contact Centre Manager.</li><li>12. Ensure all relevant communications, records and data are updated and recorded.</li><li>13. Work shift patterns between the hours of 8am and 8pm to meet the demands of the contract</li><li>14. Ensure commitment to high standards of customer service and seek to enhance the customer journey</li></ol>	

where possible

15. Ensure that customer service delivery is continually improved in ways that meet the needs of the customer as well as partners/stakeholders.
16. Comply with all aspects of equality and diversity for customers including referral to specialist agencies/services as required.
17. Take an active role in relation to own Personal and Continuous Professional Development including attending regular, line manager reviews, appraisal and planning own training and development needs through the use of the CPD file and process.
18. Ensure that all policies and procedures that relate to employment and health and safety are read and understood. Policies may be revised from time to time so it is your duty to ensure you regularly review policies and procedures.
19. Undertake any other reasonable duties that may be required from time to time. The duties may be changed and/or varied to meet changing circumstances at the discretion of Management
20. Due to the nature of work undertaken by CXK there is a requirement of all employees to work flexibly across the organisation to support teams and projects as required, including working out of hours and weekends where necessary.

**The CXK service offer and its co-ordination arrangements will be developing substantially in the short to medium term. This will require all employees to work flexibly and creatively to contribute to the establishment of the service.**

### Person Specification: Contact Centre Agent

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and Training</b>		
Minimum 5 GCSE's at 'C' or above or equivalent	X	
At least 3 months experience of working in a Contact Centre or Customer Service based job role	X	
First Aid qualification		X
Experience of working within the 3rd sector, public sector and/or commissioning based markets.		X
A commitment to undertaken all necessary training for the role	X	
<b>Knowledge and Experience</b>		
Excellent Microsoft Office skills	X	
Experience of using call handling equipment		X
Experience of using Microsoft Skype		X
Confident web user	X	
Experience of working in a multi-agency/multi-disciplinary environment.	X	
Knowledge of GDPR/data protection		X
<b>Personal Skills and Attributes</b>		
A commitment to safeguarding and promoting the welfare of young people and adults.	X	
Excellent written communication and a high level of attention to detail with a strong focus on accuracy and a logical approach to problem solving.	X	
Exemplary face to face and telephone verbal communication skills	X	
Excellent communication, presentation and interpersonal skills.	X	

Effective time management skills with the ability to prioritise and meet pressured deadlines.	X	
Empathise with young people and their needs and show a genuine interest in supporting services available to them.	X	
Flexibility in working hours which may include evening and weekend work	X	
Remain calm under pressure	X	
A commitment to staff development and continued learning.	X	
Act professionally at all time		
<b>Other</b>		
Prepared to work out of office hours in order to respond to demands of the role	X	
Share with CXK the commitment to safeguarding and promoting the welfare of children and young people	X	

**All appointees will be subject to an enhanced DBS Check.**

Signed by Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Signed by Line Manager: \_\_\_\_\_

Date: \_\_\_\_\_