

JOB DESCRIPTION

Customer Accounts Advisor

BACKGROUND

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

welcoming all,
each one of us **caring** about what we do,
being **passionate** about how we do it,
and feeling **proud** of what we achieve

JOB PURPOSE

Our Customer Enquiries Team is separated into 2 groups (Customer Accounts & Customer Enquiries) As a member of the Customer Accounts Team you will engage with customers over phone, email, live chat, and social media to quickly understand their needs, and ensure that they get the best service and product for them. You will also be responsible for running financial reports relating to direct debit and account information and organise yourself so that it is carried out in appropriate timeframes.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
<p>1. Responsible for completing daily/weekly/monthly tasks that relate to direct debits, maintaining the membership/coaching database, and identifying and rectifying errors</p>	35%
<p>2. Respond to day-to-day general enquiries from customers, and colleagues, over multiple forms of contact. You will need to be able to deal with enquiries effectively and efficiently to deliver an outstanding service.</p>	35%
<p>3. You will actively maintain a wide knowledge of our products and services and know where to find information quickly to deal with enquiries appropriately.</p>	10%
<p>4. You will use the appropriate software systems for handling and recording enquiries, ensuring that the</p>	10%

enquiry loop is closed to the satisfaction of the customer and within our service standards.	10%
<p>5. This position requires a high degree of teamwork, working closely within a small team on a day-to-day basis. The role would suit an independent, sociable person who enjoys autonomy regarding their own tasks, while always being happy to help and be helped by colleagues in a wide variety of circumstances.</p>	

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	N/A
Responsibility for finance and level of financial control:	N/A
Responsibility for Physical Resource:	PC, telephone headset
Responsibility for Data and Information:	Dealing with customer financial and personal information in a confidential manner.

GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<ul style="list-style-type: none"> • This is a customer service post, where you need to manage your time to ensure that customers are responded to within the service standards in place. You will respond to the enquiries within the processes and procedures that are in place and will escalate issues that don't fit these with your supervisor for guidance. • You need to be able to correctly identify the nature of each enquiry and then ensure that it is dealt with in the appropriate process. You will build up a knowledge of the systems and process that will enable you to respond to and investigate the issues. • You will be the first point of contact for all customer enquiries, responding to and making recommendations for action based on your own knowledge and experience in the role. • Handle confidential and sensitive information appropriately. • You may be required to consult with others when responding to more complex requests.

- Use good judgement and exercise a reasonable degree of autonomy, whilst remaining alert to the need to consult senior staff as appropriate (for example, highlight potential PR risks in information requests and escalate appropriately).

Communication & Representing the Organisation

As a Customer Accounts Advisor, you'll make sure that our customers feel like our number one priority as you respond to a wide variety of questions and queries via email, live chat, and social media, as well as more traditional devices like the telephone.

In our fast-paced and challenging Customer Service environment, we will need you to:

- Have a thorough understanding of Edinburgh Leisure products and services
- Command a good use of open questions
- Build rapport
- Have great listening and influencing skills
- Understand the motivations of different customer groups
- Quickly identify the customer's needs and provide the best resolution
- Meet KPI's as outlined within the service level agreement
- Be passionate about our products
- Have outstanding customer service skills

A strong team player with a flexible approach, you'll bring with you excellent communication skills, and a genuine enthusiasm for delivering the best possible service.

As you'll often be managing multiple online conversations, you'll need to be confident on a keyboard, with a strong attention to detail, and equally confident picking up the phone and speaking directly with a customer.

Most of the enquiries will come directly from our customers, either by phone call, email or web enquiry. You will monitor all these channels and then communicate directly with our customers to both discuss their enquiry and inform them of the outcome of their enquiry, using various methods (e.g. phone and email) that are appropriate in language, tone and content.

Some of your enquiries will come from our venue staff on behalf of the customer. You will be responsible for assisting venue staff to resolve these, agreeing clear ownership between you and the venue.

You will identify trends from the enquiries that you receive, to share ideas and opportunities for continuous improvement, passing information onto relevant others as required.

Safeguarding Our Customers

Take an active role in the safety of yourself and your colleagues in the workplace. Take action to fix or report any potential hazard.

You must understand and fulfil your role (following training) in:

- Edinburgh Leisure's Health & Safety policy
- Edinburgh Leisure's Child Protection policy
- Your venue's Emergency Action Plan
- Your venue's Normal Operating Plan

You are responsible for handling customer data in line with the data protection policy. You will be required to ensure that all customers are aware of any compliance, health and safety measures that may impact on their booking with us.

You will be required to deal with a range of enquiries relating to our Health and Wellbeing products / activities. Through discussion with the customer, you will identify their needs and ensure they are directed to the appropriate activity / programme.

Problem Solving

- Your role is to help support customers identify the best options in response to their enquiry. This involves gathering all relevant information such as asking the customer, searching the web, speaking to relevant departments to obtain all the necessary information to resolve the enquiry.
- Make appropriate decisions relating to enquiries, taking a flexible approach.
- You will analyse the available information and identify what has caused the problem, and if possible, how to address it (referring to the procedures). You need to be able to spot recurring trends and identify long term solutions to prevent reoccurrence.

Identify trends in enquiries and establish whether information requested could be more readily available in the future i.e., on the web.

Impact on Organization

By dealing effectively and efficiently with our customer enquiries, you will ensure that their needs are met, and they are left feeling satisfied and wishing to recommend us to others.

JOB DEMANDS

Physical	This role is a desk-based role, working with phones, emails, the web and computers. It involves sitting, standing, and walking
Mental	<p>This role requires alertness and professionalism as you need to be able to respond to all people and situations appropriately.</p> <p>You will need to be able to respond quickly and effectively throughout your working day potentially managing several conversations or enquiries at one time.</p> <p>The work requires a lot of concentration, accuracy and attention to detail.</p>
Emotional	<p>You will need to be able to effectively handle objections, particularly when implementing changes or dealing with a breakdown in service.</p> <p>There are some people who will be more challenging, and you need to be able to deal with more challenging behaviour in a calm and professional manner.</p>
Environmental	You will be based in an open plan office and will be required to work evenings and weekends to suit the needs of the business.

PERSON SPECIFICATION

Qualifications and Attainments:	
Essential	Desirable
A good secondary education or equivalent work experience	Evidence of CPD, such as MS Office training
Knowledge and Experience:	
Essential	Desirable
<p>Demonstrable experience of working in a customer service role and the ability to deal effectively with challenging customers</p> <p>Numeracy – able to analyse and interpret numerical data.</p> <p>Literacy – able to read, interpret, understand, analyse and produce written documents.</p>	<p>Knowledge of Edinburgh Leisure products and services</p> <p>Some experience in an office environment.</p> <p>Experience of computerised systems e.g. point of sales system or similar</p>

Computing - able to use MS Office (Word, Excel and Outlook) or similar.	
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DISCLOSURE/PVG REQUIREMENTS

Basic Disclosure

I have read and understand this job description and I am clear about what is expected of me in this job.