

Evaluation Date	25/11/14
Grade	10

JOB DESCRIPTION

Job Title:	Customer Account Supervisor	Reports to:	Sales Manager
Department:	Customer Operations	Location:	Vantage Point
Work Pattern:	Full Time, including weekends and evenings	Contract Status:	Permanent

OUR VALUES

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

Supervise the Customer Accounts Advisors and work with them to respond to and resolve customer account enquiries and ensure that solutions meet the needs of the business and the customer.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
1. Lead and manage the Customer Account Advisors, ensuring that they receive feedback and coaching to help them to carry out their roles effectively.	30%
2. Work with the Sales Manager to set the standards and procedures that the team will work with, continuously reviewing them and putting improvements in place.	10%

3. Respond to and investigate escalated enquiries relating to direct debit payments and account queries that your team refer to you.	10%
4. Review the reports and information produced by finance relating to direct debit and account information and organise the work within your team so that it is carried out in appropriate timeframes.	30%
5. Carry out the duties of a Customer Account Advisor (please see the job description for details) to support the team, cover absence and to allow you to monitor standards, so that you can identify improvements and ensure the team provide an excellent customer service.	20%

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	3 Customer Accounts Advisors
Salary bill for all staff reporting:	3 x Grade 11
Responsibility for finance and level of financial control:	Responsible for financial compensation required to resolve a customer account complaint where the loss would otherwise be greater i.e. customer leaving EL.
Responsibility for Physical Resource:	PC
Responsibility for Data and Information:	Access to sensitive data for customers and the business on a regular basis

GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<p>This is a customer service post, where you need to manage your time and your team to ensure that customers are responded to within the service level agreements in place. You will ensure that your team respond to the enquiries within the processes and agreements that are in place. Your team will escalate issues to you for guidance, and you can refer to your manager for support when required.</p> <p>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.</p> <p>You and your team will be the last point of contact for customers who wish to cancel their Direct Debit. There are a set of tools to use to try and encourage the customer to remain with us. If the customer does leave, you need to give them a good impression so that they come back in the future and are willing to recommend us to others.</p> <p>You manage the team of Customer Service Advisors, while also carrying out some of the work yourself. You are expected to manage the work of the team, making sure that</p>

work is allocated efficiently, and arranging working patterns to meet the needs of our customers.

Communication & Representing The Organisation

You report to the Sales Manager and will work with your team to deal with customer enquiries, which will arrive either directly from the customer or through our venue staff. You will work with venue staff, finance, marketing and ICT to investigate and resolve enquiries.

You are responsible for sharing information with your team, making sure that they have the information they need to do their job. You are responsible for providing feedback to them, coaching them and managing their performance.

Some of the enquiries will come directly from our customers, either by phone call, email or web enquiry. You will monitor all of these channels and then communicate directly with our customers to both discuss their enquiry and to 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 need to ensure that you find out all relevant information and clearly agree what is happening and who is doing it, so that everyone knows what is happening and what their role is. Agree who will respond to the customer and by when.

Work with the ICT team and finance to investigate technology/MRM issues that are impacting on customer accounts. Consult with the finance team on possible improvements and changes to the direct debit procedure to prevent future occurrence of issues.

You will also be responsible for directly contacting customers about other issues around their account, for example, finance will provide a list of lapsed DD payments and other monies owed for you to follow up with the customers. You must be able to handle these situations sensitively and with a positive attitude to help us to retain customers.

Safeguarding Our Customers

Take an active role in the safety of yourself and your colleagues in the work place. Take action to fix or report any potential hazard. Understand and fulfil your role (following training) in:

- Edinburgh Leisure's Health and Safety policy

You are responsible for handling customer data in line with the data protection policy.

Problem Solving

Your role is to investigate issues connected to customer payments. This involves gathering all relevant information, such as asking the customer, searching the customer

databases and speaking to relevant departments (e.g. ICT, Finance, venues) to obtain all the necessary information to resolve issues.

You need to be able to analyse information and reports and consider the impact of changes on customers and their Direct Debits, highlighting any concerns with appropriate people.

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 issues and identify longer term solutions to prevent the same issue happening again.

You need to be able to identify the impact of corporate changes on customers who pay by Direct Debit, and ensure that this impact is highlighted through your manager to minimise any disruption to payment processes and our Direct Debit customers.

You need to review how the team operates, and how well the procedures and policies support your team to do their role. You are expected to identify any improvements to processes, policies and procedures and present these solutions to your manager for possible implementation.

Impact On Organization

You and your team help to ensure that our customers who pay by Direct Debit have a quick and helpful response to any issues that they have with their accounts. A good, helpful, constructive resolution can help to retain our valuable customers.

JOB DEMANDS

Physical	This role is mainly a desk based administration role, working with phones, emails and computers. It involves sitting, standing, and walking.
Mental	<p>This role requires alertness and professionalism as you need to be expected to respond to all people and situations appropriately. You will need to be able to respond quickly and effectively throughout your working day, to deal with unplanned situations.</p> <p>The work requires a lot of concentration, accuracy and attention to detail.</p> <p>You will be required to work evenings and weekends to suit the needs of the business.</p>
Emotional	<p>You will need to be able to effectively handle objections, particularly when implementing changes or dealing with a breakdown in service. 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	<p>You will be based in an open plan office and you will be working out of normal office hours, which may mean working on your own in the building, sometimes responsible for opening and securing the building.</p>

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications and Attainments:	A good secondary education or equivalent work experience	Evidence of CPD, such as MSOffice training
Knowledge and Experience:	<p>Demonstrable experience of working in a customer service role and the ability to deal effectively with challenging customers (at least 3 to 5 years)</p> <p>Some experience of managing a team of people to deliver customer service</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>Computing - able to use MS Office (Word, Excel and Outlook) or similar.</p>	<p>Knowledge of direct debits, and finance systems.</p> <p>Experience of leading and managing a team and improving ways of working.</p> <p>Some experience in an office environment.</p> <p>MS Access knowledge and experience.</p> <p>Experience of computerised systems e.g. point of sales system or similar</p>
Additional Requirements (e.g. competencies):	Communication - able to retain a large amount of information and communicate relevant information in a clear way that customers and colleagues understand, and have an ability to alter your approach to suit the situation.	

DISCLOSURE/PVG REQUIREMENTS

Basic Level of Disclosure

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

Signed

Date