

Job Specification

1st Line Support Advisor

Reporting To: Customer Operations Manager

Department: Customer Operations

Contract: Full-time, Permanent (Mon-Fri 9am - 5pm)

Location: Norwich

Salary: £24,500.00

This is not an entry level role - Minimum 5 years customer service/administration experience.

Benefits: Pension, Health Plan, 5 weeks' holiday and birthday day off, plus 8 paid Bank Holidays, Holiday Purchase Scheme, Gym discounts.


About us

Operating in the UK since 1993 Citation ISO provides professional consultation and support for Organisations that require a hassle free and cost-efficient route to ISO Certification. We have proudly been delivering internationally recognised Management Systems for almost 30 years, with the aim of 'making businesses better'. Our growth plans are ambitious, and we're part of the private equity owned Citation Group. Our customer base has grown significantly over the past few years and this growth will continue - that's where you come in.

About You

For this role you will need the following key skills & attributes:

- Previous experience of delivering to targets; with a background in customer service, support or retention.
- You will have a passion for delivering exceptional service to customers and colleagues.
- Motivated and resilient, adaptable, strong organisation skills with the ability to multi-task / prioritise appropriately
- You will love to build great relationships and build rapport easily creating strong relationships with customers and colleagues using a collaborative manner to achieve desired results. Excellent listening and negotiation skills, along with good verbal and written communication
- Natural problem solver and decision making skills
- You will have a high level of attention to detail and commitment to quality
- Can do attitude
- Computer literacy including strong knowledge of word, outlook and excel
- Previous experience of working CRMs advantageous
- Knowledge of ISO Certification advantageous, but not essential

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Purpose of the role

The primary function of the role is to process existing client requests for mid-contract changes, including issuing new contracts and addendums in timely response and provide a 1st line customer support function to our customers.

Should the query be unable to resolved via the 1st Line customer process you will transfer this query to the relevant department team who will essentially act as 2nd Line Support and own the customer's query through to resolution.

Key tasks:

- **Mid-Contract enquiries:** handling client queries who are already in contract, including advising on new account set up, any one-off services needed and ongoing audit requirements, quoting contract fee amends, issuing new contracts or contract addendums and update all relevant systems / departments with relevant changes
- **Contract Addendums:** produce relevant client contract(s) and manage an accurate timely return from client and update all relevant systems / departments with relevant changes
- **1st line Customer enquiries:** progression of customer enquiries workstream / email account to ensure timely response
- **Deed of Novation:** produce Deeds of Novation and manage an accurate timely return from client and update all relevant systems / departments with relevant changes
- **Change of Certificate Details:** email Change of Certificate Details forms to the client, once received process of pass to 2nd Line team for further review (i.e. change of cert scope)
- **Customer contract requests:** provide copy contracts to customers on request
- **Invoice queries:** gather relevant customer information to enable credit control team to handle these queries at first contact
- **Handle customer enquiries IVR option:** ensure timely response times and aim to resolve queries on first contact
- **Live chat;** provide live chat support
- **2nd Line Customer Support Transfer:** ensure the timely transfer of relevant query types through use of Filemaker Ticket Types or live chat
- **Customer communication:** maximise the use of technology to ensure that customer contact is timely, professional and meets customer expectations e.g. live chat, email etc.
- **Customer enquiries:** progression of customer enquiries workstream to ensure timely response, achieving internal targets and KPIs.
- **Client feedback:** proactively help gather customer feedback data and report trends to Customer Operations Manager regarding the service provided, in order to ensure our customer journey continues to improve.

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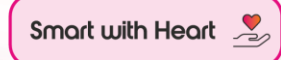
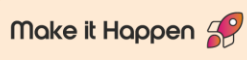
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- **Personal development:** ensure your own continuous professional development by keeping abreast of current retention and development techniques and trends
- **Any other duties as required**

Person specification

Customer Operations Retention & 1st Line Support Advisor	Requirement	How will this be assessed? (A = application I = interview)
Qualifications	A Level or equivalent	A
Experience	Customer service / Admin	A
Skills & Competencies	<ul style="list-style-type: none"> • Target driven • Good attention to detail and data literacy • CRM knowledge and previous usage (salesforce desirable) • Strong written, verbal and communication skills • Proactive, can do attitude • Strong organisational skills • Ability to learn complex products and processes • Ability to work cross functionally effectively • Strong word, outlook, excel knowledge 	AI
Behaviours & Values	Ready for anything	
<i>Can demonstrate examples thereof</i>	Make it happen	I
	Never Settle	I
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Please note: While we endeavour to respond to all applications, if you have not heard back from us within 3 weeks of applying, your application has not been successful on this occasion. Applicant details will be kept on file for 12 months.

