

Job Description: CUSTOMER CARE REPRESENTATIVE



CUSTOMER CARE REPRESENTATIVE

SUMMARY

Reports to: Customer Care Manager and Deputy Customer Care Manager

Working closely with: Deputy Customer Care Manager and the Customer Care Team

Direct line reports: None

Training: As required

Salary: £28,350 per annum

Working hours: 35 hours per week (Full time)

Hybrid working, Shift Rota covering Monday to Sunday (No Bank Holidays)

Rota shift based on 8am to 4pm and 12pm to 8pm (subject to change)

Working 1 in 3 weekends a month (subject to change due to staff cover)

Location: Toynbee Hall 28 Commercial Street E1

Contract: Permanent

ABOUT US

Toynbee Hall is a charity where people come for excellent local services and where they can share ideas and experience, gather information and knowledge that we use together to take action to change lives and eradicate poverty. Our programme includes free advice services, financial inclusion services, wellbeing services, including work with older people and community learning services supporting young people and new migrants.

Funded by the Money and Pension Service (MaPS), Toynbee Hall is the lead partner of a nationwide free face-to-face debt advice partnership called Debt Free Advice which provides free, expert advice to individuals with problem debt. Our advice is accredited by the Advice Quality Standard and regulated by the Financial Conduct Authority.

ABOUT THE ROLE

To join the Customer Care Team to ensure our service is available to over-indebted residents during our opening hours of 8am to 8pm, 7 days a week. To be the first point of call to any customers calling in and to direct them to the most appropriate service.

Main duties and responsibilities:

- Respond promptly and courteously to clients by managing large amounts of inbound telephone calls, live webchat, WhatsApp, and video services in a timely manner.

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- Complete Initial Assessments either In Person, via Telephone, Video, Webchat and WhatsApp.
- Contacting referrals made into our service to complete an Initial Assessment.
- Signposting/referring clients to internal and other agencies where required.
- Always maintaining a positive, empathetic, and professional attitude towards our customers.
- Familiarity with CRM systems and practices (Customer Relationship Management system).
- Handle customer complaints, provide appropriate solutions within the time limits, follow up to ensure resolution.
- Undertake appropriate training when identified.

Ensuring clients find our service easy to access and have high levels of satisfaction - including:

- Assisting with our FREEPOST service, scanning incoming mail and record onto our CRM. Printing documents to post out to our most vulnerable clients.
- Issuing foodbank vouchers.
- Responding to Trust Pilot reviews.
- De-escalate situations involving dissatisfied clients, offering assistance and support.

Work collaboratively with the Customer Care Manager and Deputy Manager to an agreed work plan meeting targets and milestones - including

- Meeting personal/team qualitative and quantitative targets.
- Collaborate with other team members to improve customer service.
- Attend educational seminars to improve knowledge and performance level.
- Comply with Toynbee Hall policies and procedures, including health and safety.
- Any other responsibilities that are required as necessary for the service to be delivered successfully.

Training

- Work from the London office for induction training period and meetings as required.
- Completing the required debt training to ensure familiarity with the terminology, identifying an emergency, safeguarding and GDPR.
- Once you are more experienced in the role, there may be further opportunities to develop your career within debt advice.

Essential Attributes:

And here's what we're looking for from you:

- Patience, empathy, willingness to help people and emotional intelligence.
- Strong phone and verbal communication skills/ Ability to provide outstanding customer service.
- Excellent active listening and problem-solving skills.
- Tenacity to remain persistent throughout a difficult situation.
- Customer focus and adaptability to different personality types.
- Ability to multi-task, set priorities and manage time effectively.
- Excellent people skills and a team player.

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- Self-motivated and organised with a good internet connection and home set up for your working from home days.
- Committed to Toynbee Hall values and principles, embracing equality, diversity, and inclusion for both colleagues and clients.

Person specification:

And here's what we're looking for from you	
Experience preferably in a customer facing service environment.	Essential
Demonstrated history of various customer service channels such as face to face, telephone, email, video and web chat.	Essential
Clear communication skills and a strong command of the English language, oral and written.	Essential
Bilingual, helpful.	Desirable
Must have excellent organisational and prioritisation skills.	Essential
Strong attention to detail.	Essential
Great problem solving aptitude.	Essential
Customer focused attitude and a commitment to delivering exceptional service.	Essential
Can succeed in a fast-paced work environment without being distracted during a customer interaction.	Essential
Ability to think outside the box and be open to new challenges.	Essential
Proficiency in using Customer Relationship Management software and tools.	Desirable
Strong IT knowledge and familiar with using Microsoft Office 365 and Microsoft Teams.	Essential
A working knowledge of Apple MacBook.	Essential
Understanding of the role and objectives for MaPS funded debt project.	Desirable