



Customer Support Officer x 2

Job summary: The primary role of the postholder is to deliver excellent customer service to centres, candidates and teachers within stated targets, and to develop and maintain excellent working relationships with all customers

Key Tasks

1. Deliver exceptional customer service to all Signature customers, both internal and external.
2. Develop an understanding and awareness of Ofqual (assessment regulator) and the impact of the conditions they regulate.
3. Maintain an awareness and understanding of products and services in order to promote Signature further to customers.
4. Work with customers to identify the information they require and assist or direct them appropriately.
5. Administer assessments in British Sign Language and other qualifications within stated targets, following established procedures.
6. Resolve customer enquiries and provide a high level of support to customers to seek a positive outcome.
7. Administer the centre approval process for existing centres, ensuring any monitoring is completed as per the procedure and within appropriate deadlines, and ensure that any ongoing action is followed up as required.
8. Assist centres with any information required related to assessments, qualifications or approval as required.
10. Work with the Quality team to ensure that any issues in relation to the standards of assessment at centres and/or level of service from external assessors are fed back as appropriate.
11. Contribute to ongoing process improvement by identifying opportunities to increase quality and efficiency with the customer support team.
12. Carry out any other duties which may reasonably be expected of the postholder.

Equipment/Software Used

Microsoft Office Suite

Telephone/Textphone/Short Message Service (SMS)

IRIS customer relationship management system

Requirements

Education

Essential - educated to GCSE level or equivalent including English Language and Maths (or able to demonstrate equivalent standard)

Qualifications

Essential - Level 2 NVQ in Business administration (or able to demonstrate equivalent standard);

Desirable - Level 3 NVQ in Customer Service; Level 1 Certificate in BSL

Experience

Essential - demonstrate at least two years' experience working in a demanding environment, where delivering high standards of customer care and achieving a high degree of accuracy have been necessary; considerable experience of data entry.

Knowledge

Essential - computer literate including Microsoft Office suite and database systems.

Skills & abilities

Essential

- Strong customer service orientation.
- Excellent communication skills.
- Team player.
- Organisational skills with a systematic and methodical approach to work.
- Self motivated.
- Ability to manage own workload in a high volume environment with accuracy and attention to detail.
- Ability to contribute ideas, suggestions and feedback to improve the service.
- Ability to remain calm under pressure and deal sympathetically with irate customers.

Job Type: Full-time

Salary: £20,000.00 / gross per annum, 37 hours per week

To apply send a CV with a covering letter or email outlining how your skills and experience will fit this role, to HR@signature.org.uk

Closing date is 5pm Tuesday 18th February 2020

Interviews will be held on Tuesday 25th February 2020 at Mersey House, Belmont, Durham DH1 1TH