

<b>TRINITY</b> COLLEGE LONDON	<h2>Job Description</h2>
<b>JOB TITLE:</b>	<b>Customer Service Team Leader</b>
<b>Accountable to:</b>	Customer Service Manager
<b>Staff managed:</b>	Demand Management Administrator – Customer Service
<b>PURPOSE OF THE JOB</b>	
<p>To ensure that a high level of customer service is achieved by all customer service staff, during all communications, in line with Trinity policies and regulatory requirements.</p>	
<b>KEY ACCOUNTABILITIES AND TASKS</b>	
<ol style="list-style-type: none"> <li>1. To use Xima Phone System data to drive customer service standards and plan staffing schedules ensuring calls are handled efficiently aiming for a 0% abandoned call rate.</li> <li>2. To ensure that customer enquiries via email and social media are dealt with in a timely manner.</li> <li>3. To authorise and process refunds when applicable.</li> <li>4. To handle more complex complaints and queries.</li> <li>5. To ensure that all Demand Administrators take opportunities to promote additional items i.e. Study Packs and Special Delivery when speaking to customers.</li> <li>6. Perform rigorous quality checks to ensure correct procedures are followed and mistakes are kept to a minimum.</li> <li>7. To implement positive change where necessary and actively sought alternative solutions to improving office efficiency</li> <li>8. To ensure that the Customer Service department works in conjunction with other departments and the Systems department to solve internal systems and work towards creating improvements and efficiencies.</li> <li>9. When appropriate, actively seek out additional tasks from other departments, co-ordinating with the Customer Service Manager, to maintain high productivity levels.</li> <li>10. To actively support new company policies, practices and procedures and disseminate this information to staff and to ensure that management directives and new initiatives in relation to Business Development are understood by all and implemented smoothly.</li> <li>11. To make positive contributions to supervisor’s meetings towards improving efficiency and accuracy.</li> <li>12. Assign job tasks daily i.e. activities and monitor individual workloads regularly, re-distributing work where necessary.</li> <li>13. To assist in the daily monitoring of phone calls and provide constructive feedback to staff.</li> <li>14. To ensure that all staff are using the ‘notes’ function to keep accurate records of communication with candidates.</li> <li>15. To support staff so that they can complete their tasks in timely fashion and to monitor the training and development of Demand Management Administrators.</li> </ol>	

16. To organise staff breaks and ensure that necessary cover is available in conjunction with the Customer Service Manager.
17. To challenge staff when company policy is not being adhered to and report back to their line manager.

#### **JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST**

##### **Education/Qualification:**

- Respectable level of general education

##### **ESSENTIAL SKILLS REQUIRED:**

- Accomplished in the provision of customer service excellence and administrative support
- Supervisory experience of team members
- Robust and multifaceted in communication, planning, organisational, time management and interpersonal skills
- Confident and diplomatic to provide constructive feedback to staff
- Ability to portray a professional image at all times and in challenging situations both internally and externally.
- Strong IT skills, proficient in the use simultaneously of TOL, Email, Word and Excel programmes.
- Meticulous work ethic with strong attention to detail and accuracy

#### **CONTACTS: INTERNAL AND EXTERNAL**

Preston Staff

Secure English Language Test Centre (SELT) Staff

#### **FINANCIAL PARAMETERS**

*None*