

TITLE: Customer Service Agent

DEPARTMENT: Customer Service Centre

RESPONSIBLE TO: Team Manager

Job purpose:

The role is predominantly telephone based, taking incoming telephone calls from new and existing retail partners and individual card holders alike. Customer Service Agents are therefore the voice of LaSer UK in dealing with retail partners and card holders. As such, they are expected to be professional, courteous and diligent at all times, to take ownership of issues and to resolve them promptly and efficiently, and to reflect and enhance the brand and values not only of LaSer UK but also of our various clients.

Some administrative tasks may be required, which could include (but is not exclusive to) data entry, handling written correspondence, checking credit references, scanning documents or enclosing fulfilment items.

RESPONSIBILITIES

- Taking customer applications from retail partners, entering details into the company's 'Apply' system
- Helping and advising customers with queries and issues
- Resolving problems or escalating to appropriate colleagues to ensure satisfactory outcome for customer
- Activating new card accounts and cross selling additional products by promoting features and benefits
- Working to targets to achieve Customer Service Levels and Company Performance measures
- Completing administrative work as required
- Working scheduled Shift Rota to cover the operating hours over the week working across a 7 day period

ADDITIONAL INFORMATION

- This campaign requires a dedicated and professional approach from those who represent it. Attitude will prove to be of paramount importance in achieving results. A high level of professionalism, a high standard of communication skills and a desire to succeed will have to be demonstrated, and consequently it is these attributes that we will be looking to see demonstrated in our assessments.
- During inbound calls Agents have to demonstrate their skills at rapport building to best position themselves to profile and sell relevant added value products and services. Rapport building skills and profiling are essential to maintain the customer interest and to build long term relationships between the customer & CFS.
- CFS / LaSer UK fully adopts a policy of promoting from within the company wherever possible (where candidates have demonstrated the right attitude and credentials to fulfil the required roles) and undertake internal trainee programs for staff looking to further themselves within the Financial Services industry.
- As we take inbound calls from the public we have to offer extended opening hours, our call centre takes calls between 08:30 – 22:00 M-F; 08:30 – 20:30 Sat; 10:00 – 18:30 Sun. Shift times and calling hours will change weekly on a 'rolling roster' basis. We undertake to schedule staff equitably across the evening and weekend shifts to minimise the amount of the 'out of office hours' shifts each member of staff works.

COMPANY INITIATIVES

- Take responsibility for the Health & Safety of yourself and others whilst at work
- Actively pursue Personal Development to improve performance in current job and for career development
- Participate in training as and when required
- Carry out any other reasonable duties as requested by management
- Comply with Data Protection Legislation with regard to disclosure of information
- Comply with all requirements from Regulatory bodies e.g. FSA, FOS

EMPLOYEE SPECIFICATION

ATTRIBUTE	ESSENTIAL	DESIRABLE
Physical Attributes	Smart standard of personal appearance. Good communication.	
Attainments	PC Literate including keyboard skills.	Retail industry or Financial Services experience. Previous sales experience.
Intelligence	Strong Customer Service Focus / Empathy. Fluent and clear communication skills – including oral and written English. Wide vocabulary (lots of technical terms). Lateral thinking / Adaptability (unique problem solving).	
Attributes	Excellent listening skills. Excellent rapport building skills. Good reading skills. Good attention to detail.	
Disposition	Excellent timekeeping and reliability. Good work ethic and attitude.	
Circumstances	Based in LaSer UK Head Office – Solihull. Able to work reasonable hours.	