

## **Job Description and Person Specification**

### **Customer Service Advisor (Pensions Contact Centre)**

**Reports to:** Team Leader (Pensions Helpdesk)

#### **Purpose**

To provide the highest standard of customer service utilising self-service, telephony, email and face to face contact. The role is predominantly focussed on answering pensions queries via a telephone helpdesk & email facility in respect of the public sector pension schemes administered by Your Pension Service.

#### **Key Accountabilities**

- Sensitively and efficiently assist customers by resolving pension telephone and email queries and making appropriate referrals as necessary.
- Delivering a flexible and responsive service in line with the needs of the business.
- Be fully proficient in the use of telephony and ICT systems typically used in a customer service/telephone helpdesk environment
- Be polite and professional at all times in possibly difficult, stressful and challenging situations.
- Take ownership of individual enquiries, complaints and customer requests.
- Be fully proficient in all aspects of customer service delivery, recognise the diversity of clients.
- Treat information security with the upmost respect, dealing appropriately with sensitive and confidential information within Service protocol/guidelines
- Meet agreed quality and performance targets.
- Able to work without close supervision.
- Undertake other duties of an administrative and technical nature in line with the level of responsibility of the post.
- Assist in the induction, training, mentoring and professional development of colleagues as appropriate and support team members in ensuring that objectives and targets are met.

## Person Specification

- One year recent (last 3 years) experience within a busy customer service environment.
- One year recent (last 3 years) experience in a telephone based contact centre environment.
- Experience of working to and achieving challenging targets.
- Excellent customer service skills.
- Excellent oral and written (grammar) communication skills.
- Excellent keyboard, mouse and telephony skills.
- Good interpersonal skills and empathetic listening skills.
- Ability to respond positively to difficult, stressful and challenging situations.
- Ability to deal with sensitive and confidential matters appropriately
- Ability to work effectively as part of a team.
- Ability to use initiative, analyse situations and identify the service needs of customers.
- Competent in using multiple ICT systems i.e. e-mail, word processing, spreadsheets and databases.
- Ability to effectively train, coach, mentor and develop other customer service officers.
- You must be prepared to work flexibly to provide cover for Pensions Helpdesk hours of 0800 to 1800 Monday to Friday (excluding Bank Holidays).
- You will be required to undertake intensive training during an extensive induction programme. No previous pensions knowledge is required.
- You may be required to work from other locations and undertake, wherever required, other responsibilities where this is commensurate with the post.
- Commitment to Equality and Diversity
- Commitment to Health and Safety
- Display the LPP Values and Behaviours at all times and actively promote them in others.

## CSA (Pensions Helpdesk) Job Description and Person Specification

*Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.*

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