



# Job Description

## Customer Services: Customer Experience Associate

- Job title:** Customer Experience Associate
- Function:** To answer incoming calls and help assist with any queries.  
Process telephone orders  
Proactively notify customers of any potential problems.
- Lines of Communication:**
- Upwards – Business Development Co-Ordinator
  - Laterally – Other Customer Experience Associates and Project Coordinators.
- Responsibilities:**
- Head of Customer Service
- Hours of work:** 8am – 5pm (1hour for lunch – time to be agreed with line manager).

<b>Duties:</b>	<p><b>1.1</b> <b>Task:</b> Incoming Calls</p> <p><b>Knowledge:</b> Different styles of telephone communication Documentation of calls Dealing with customer queries</p> <p><b>Skills:</b> Ability to adopt the most appropriate approach, to maintain a needs-satisfaction approach Providing timely responses to customer queries</p> <p><b>1.2</b> <b>Task:</b> Order processing</p> <p><b>Knowledge:</b> Use of the order-processing system</p> <p><b>Skill:</b> Correct use of the order processing IT system and accurate keyboard skills.</p> <p><b>1.3</b> <b>Task:</b> Outgoing Calls</p> <p>Call preparation &amp; different selling styles Account management.</p>
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	<p><b>Skills:</b> Ability to select appropriate style of language to maintain a positive client relationship Logging/updating call details and progress</p> <p><b>KPI's</b></p> <p>All tasks carried out are documented in a ticketing system that measures On Time Case Completion.</p>
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