

Job Title	Customer Service Assistant
Location	Loughborough Branch, 4 High Street, Loughborough LE11 2PY
Department	Retail
Main purpose of role	To provide a friendly, well-informed and professional service for Society members, offering a high quality of customer service, identifying customer needs and helping them find solutions where appropriate from within the Society's product and service offering.
Key result areas / key tasks / main duties	<ul style="list-style-type: none"> a) Carry out customer financial transactions and service requests accurately and promptly, in line with Service Level Agreements, making decisions within policy and procedural guidelines. b) Contribute to the achievement of the overall business objectives of the branch with a focus on membership growth through; new savings accounts, mortgage referrals and promotion of the Society's range of products & services where appropriate. c) Contribute to the continuous improvement of the service provided by the Society, systems, procedures and policies. d) Demonstrate the Society's brand values of being personable, trustworthy and progressive in day to day activities. e) Achievement of individual key performance and personal development objectives as agreed with your line manager. f) Maintain the required standard of competency and knowledge for the role. g) Maintain and apply regulatory compliance and control within area of responsibility. h) Monitoring and reporting as required. i) Undertake any other duties or projects that may be regarded relevant to the job role.
Responsible for staff / equipment	Not applicable
Reports to	Assistant Branch Manager