

ROLE PROFILE

JOB TITLE	CUSTOMER SERVICE ASSISTANT
LOCATION	BRANCH NETWORK
FUNCTION	OPERATIONS
REPORTING TO	ASSISTANT BRANCH MANAGER
REPORTEES	NONE

JOB PURPOSE

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 RESPONSIBILITIES

- Carry out customer financial transactions and service requests accurately and promptly, in line with Service Level Agreements, making decisions within policy and procedural guidelines.
- 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.
- Contribute to the continuous improvement of the service provided by the Society, systems, procedures and policies.
- Demonstrate the Society's brand values of being personable, trustworthy and progressive in day to day activities.
- Achievement of individual key performance and personal development objectives as agreed with your line manager.
- Maintain the required standard of competency and knowledge for the role.
- Maintain and apply regulatory compliance and control within area of responsibility.
- Monitoring and reporting as required.
- Undertake any other duties or projects that may be regarded relevant to the job role.

KNOWLEDGE AND EXPERIENCE

- Proven track record of effective customer service both face to face and telephone.

SKILLS AND COMPETENCIES

- Ability to build relationships and communicate effectively.
- Confident and effective communication skills, written and verbal
- Organisational skills with ability to prioritise tasks and to work under pressure
- Problem solving and analytical skills
- Confident with technology and IT systems
- Ability to absorb new information and learn new skills with ease

KEY PERFORMANCE INDICATORS

- Delivery of agreed qualitative and quantitative service standards
- Achievement of personal objectives
- Delivery against personal development plan

BEHAVIOURS

- Works to high standards with attention to detail
- Customer focussed
- Enthusiastic with a “can do” attitude
- Positive attitude to change
- A team player

Applicants should send their CV and a brief covering letter to careers@theloughborough.co.uk