**Responsibilities - Customer Service Co-Ordinator – Band 1 Reports to:** Customer Service Supervisor

**Overview:** A customer focused and flexible team player; responsible for supporting the Customer Service Supervisor (CSS) with the daily running of reception and exit areas; Working to health, safe, legal and company standards, delivering great customer satisfaction and ensuring debt and cash controls are in place.

**About the Role:**

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| **How I improve Health, Safe and Legal (Company Standards)** | **Measures** |
| I work to high standards for health, safe and legal at all times* I make sure I am trained in all aspects of health, safe, legal and company standards; follow the correct processes, procedures and work to high standards at all times, guiding others to ensure the same
* I always work safely, never putting myself, colleagues or customers at risk. I ensure I use MHE (Mechanical Handling Equipment) and PPE (Personal Protective Equipment) appropriately and ensure this in good condition, raising any concerns with my line manager
* I support the CSS to ensure that colleagues have been properly inducted/ trained and training record cards are maintained

I support in ensuring the FOH team comply with legal standards and follow company procedures* I follow all relevant BTB@ processes and coach the team to ensure they do the same
* I am aware of potential security risks and support the CSS by raising awareness and checking procedures are followed
* I work to data protection, anti-money laundering and alcohol licensing laws and support in checking others understanding
* I complete all necessary paperwork diligently, accurately and ensure this is filed/ processed accordingly

My personal appearance is smart and professional* I always wear the correct, clean uniform
 | Training recordsFeedback/ observationAudit results |
| **How I improve Customer Satisfaction** |  |
| I lead by example, follow and promote PRIDE principles at all times* I understand the customer satisfaction survey performance and support action plans to maintain and improve results
* I support the CSS in ensuring the right standards are in place for Parking, Reception and Exit and that consistent service is delivered

I take action on customer feedback to prevent or resolve customer issues* I listen to understand customer feedback and ensure this is passed onto the CSS/ Branch Manager to help improve service
* I am confident dealing with customer queries and ensure any issues are escalated promptly to management

I understand and spend time on what makes a difference to the customer* I have a good knowledge of the ‘Reception of Excellence Guide’ and help/ coach others to ensure they follow this
* I support in making sure rotas are worked to and we have the right people, in the right place, at the right time to serve customers promptly (speed of service)
 | Customer satisfaction resultsCustomer feedbackCustomer complaintsSelf-scan report |
| **How I improve Cash Profit** |  |
| I assist in ensuring that colleagues are trained properly before operating checkouts and pay points* I support with training/ coaching for colleagues operating checkouts and pay points
* I check and guide colleagues to ensure that products and customer payments are processed correctly

I protect company cash, ensuring all payments are processed correctly* I follow all banking processes, ensuring dual controls are in place
* I support regular checks in the cash office to ensure that monies are balanced and the required safe limits are not exceeded
* I carry out regular ‘pick ups’ from the checkouts and pay points according to company policy as per BTB@

I follow company procedures to reduce potential loss and maximise efficiencies * I make sure that products are processed correctly and quality security/ trolley checks are carried out according to company policies and procedures
* I advise management promptly of any potential/ issues with customer payments to help reduce loss to the business
* I understand and follow best practice ways of working
 | Daily paperworkCash AuditShrinkage & wastage trackersSecurity check daily audit log |

**How I work:**

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| **I drive improvements** |
| I work with a positive attitude* I set a great example as one of the key colleagues within the Business Centre

I tell my line manager of ways we can do things better * I suggest ideas to help us improve standards and service
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| **I deliver on commitments** |
| I deliver great customer service* I engage with customers and deliver great service levels consistently

I complete tasks quickly without compromising on health, safe and legal, customer service or standards * I remain focused on objectives (health, safe and legal, customer satisfaction and cash profit). I plan ahead and ensure I am spending time on the things that make a difference
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| **I understand my responsibilities** |
| I understand what I am responsible for* I take responsibility for H&S, never walk past an issue and work to maintain high safety standards; I am disciplined in using correct manual handling techniques and use equipment as trained
* I am a key member of the team and support my Customer Service Supervisor to achieve objectives

I ask if I am unsure about what to do* I highlight any issues and can be relied on
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| **I communicate effectively** |
| I treat others with respect* I consider others and communicate in a positive and professional manner, respecting diversity
* I understand that others may have different opinions, values and beliefs and respect this

I listen and react appropriately* I take on board feedback and apply this to improve
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| **I support the team** |
| I work as part of the team to achieve what is required* I work in a diverse work environment, acknowledge others differences, seek to understand these and overcome barriers to achieve results
* I am flexible in my approach, work with others and complete various tasks/ duties within the Business Centre to achieve health, safe and legal, customer satisfaction and cash profit

I offer to help or support others* I support and coach the team as required
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| **I work without being tightly managed** |
| I do the best I can* I work to a consistent high standard and drive my own performance

I keep my manager informed on how I am doing and when I will complete work set for me* I regularly update my manager and take responsibility for handover updates when I am covering FOH
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