**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 records  Feedback/ observation  Audit 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 results  Customer feedback  Customer complaints  Self-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 paperwork  Cash Audit  Shrinkage & wastage trackers  Security 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 |
| **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 |
| **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 |
| **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 |
| **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 |
| **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 |