
JOB DESCRIPTION

Office Site: London	Location: Isleworth
Position Title: Customer Services Administrator	Date: November 2011
Reports to (Title): Regional Service Manager Service Director	Approved by: MD and Ops Director

1. Summary of Role

To deliver the highest levels of service to all Customers to ensure growth and retention.

2. Duties and Responsibilities

- To administer and provide highest levels of service to designated National Accounts.
- To administer and provide highest levels of service to regional accounts
- Prepare and submit valuations as per account procedures.
- Review Client web updates and ensure completion daily
- Review and action all "call types" to ensure all response deadlines are met with 95% achievement.
- Receive and process all inbound calls
- Review client invoices with appropriate paperwork for despatch
- Assist the RSM in achieving all KPI's
- To undertake specific tasks as asked from RSM/ CSM

3. Review and Report

- Weekly figures vs target - with a plan for any shortfalls
- Weekly PPM % on old and current work
- Callout achievement status
- Remedial achievement status
- Report on no. of complaints received and preventative action taken
- No. of pat results over 2 weeks old and action taken
- No. of clients procedure forms not received per week – name of engineers and action taken
- No of customer's appointments to be made
- No. of jobs under KAA's – action taken
- No. of jobs completed by partners waiting for paperwork
(it is imperative we receive paperwork to ensure target are met by invoicing them)

<p>4.</p> <p>Unique Skills and Competencies</p>	<p>Skills & Competencies</p> <ul style="list-style-type: none"> • Previous customer service call centre/contact centre experience • Excellent customer service skills • Must be able to take ownership and accountability • Good communications with the ability to provide clear and accurate information to all customers. • Ability to learn quickly and understand the business • Good numeracy and grammar essential • Good keyboard skills • Must be able to use MS packages such as Word/Excel/MS Outlook and internet. • Ability to effectively interact with team members at all levels of organisation • Ability to work on own or within a team environment. • Ability to work under pressure and assigned deadline • Ability to multi-task and prioritise workload • Good time management • To be proactive and forward thinking • Ability to deal with technical and non-technical queries that arise
<p>Contacts</p>	<p>Clients: Able to communicate effectively with all First Choice Facilities customers and partners.</p>

The above Job Description may change subject to the business needs and a new version will be given to the individual.