

Customer Services Officer

Job Purpose: To deal effectively with straightforward/standard phone and written enquiries ensuring the best resolution for the customer

Key Accountabilities

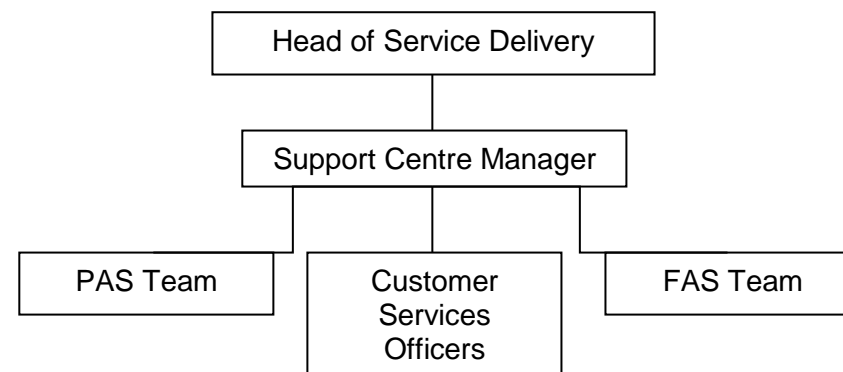
- Receive and manage calls from both members and the public regarding Law Society products in a way that ensures a balance is achieved between being customer focused and meeting the needs of the caller. Although the nature of enquiries will in the main be straightforward in nature consideration should be given to the wider implications of the issues raised may not be immediately apparent they solicitor raising the query
- Provide relevant, accurate and up to date advice using a variety of resources and using own initiatives in approaching colleagues in various departments to discuss specific issues
- Respond to straightforward email and letter enquiries using all relevant information ensuring issues are clearly identified
- Provide a signposting service, (for example 'pastoral care') through helpline technology, ensuring any enquiry requiring a specific response is dealt with appropriately
- Provide switchboard services, ensuring calls are directed to appropriate area of the business
- Assist all members and the public through an array of communication channels, making every attempt to "close" the enquiry at the first stage

Knowledge, Skills & Experience

Essential:

- Good organisational skills
- Able to apply logic and common sense when analysing problems.
- Proven experience of providing a high quality service to a diverse range of customers
- Understands and utilises the most appropriate method of communication, whether verbal or written
- Excellent written and oral communication skills.
- Able to communicate clearly by phone demonstrating effective call handling, customer focus.
- Able to handle challenging and demanding customers and solicitors effectively.
- Able to work effectively as part of a team and willingly collaborates with others to achieve the team's goals and targets.
- Responds proactively and positively to requests for information and help.
- Able to solve problems and provide creative solutions to address enquiries raised by customers
- Customer focused – by building an understanding of the customer and their issues.
- Excellent attention to detail
- Experience of working to performance standards/indicators

Organisation Chart



Desirable: <ul style="list-style-type: none"> • GCSE standard (or equivalent) or demonstrable job related equivalent experience. • Uses own initiative to take action and manages time proactively • Experience of high volume inbound call centres. 	
--	--

Dimensions	
<ul style="list-style-type: none"> • The Postholder provides a frontline service for The Law Society to the profession and the way in which a query is handled can enhance the reputation of the service and the Law Society. • The Postholder must deliver advice in a professional and authoritative manner. 	