

## Customer Services Officer

**Job purpose:** Our Customer Services Officers provide integral support to The Law Society as a business and to its large membership throughout the UK. This support includes all aspects of administering a wide range of enquiries, while also providing a high level of customer service to internal/external stakeholders, our large membership of solicitors throughout the UK, and members of the public. Once established in the role, the individual will hold a key responsibility for managing and accessing outgoing correspondence from and to solicitors throughout the UK and engaging over social networks such as Twitter.

### Key Accountabilities:

- Manage a high volume of correspondence from solicitors, other internal/external stakeholders and the public concerning a broad spectrum of Law Society products and services.
- Delivering the Find A Solicitor Service, which requires being able to quickly interpret key highlights of a caller's case, so we can understand what area of law their query pertains to, and then signpost them to the correct solicitors.
- Regular upskilling on new areas of law in order to provide an effective service through the Find A Solicitor product.
- Solving technical problems that our members have with their Professional Development Centre website account, which requires taking a strategic approach to reach a quick solution. E.g. Aiding navigation over the phone, through various parts of our website and updating important and often highly sensitive member information on our CRM database.
- Providing our members/solicitors with quick access to vital sources of information such as emailing specific practice notes during time sensitive scenarios such as when they're about to attend court.
- Addressing queries which can be of a sensitive nature, from vulnerable members of the public or from someone serving a prison sentence.
- Continuous learning to ensure a good understanding of our GDPR obligations and how we are governed as a membership body.
- Provide relevant, accurate and up to date advice using a variety of resources and own initiatives, in approaching colleagues in various departments to discuss specific issues.
- Respond to a large variety of calls, emails, Twitter, webchat and hand written letter enquiries using all relevant information to ensure issues are clearly identified, actioned and resolved.
- Signposting to other Organisations and Charities – having a clear and strong understanding of what they do and how they can assist the caller.
- Analysing data on the CRM and updating information to assist Members with their My Law Society web accounts.
- Staying up to date with changes and reading up on information to stay abreast of the continually changing legal industry and profession, in order to assist callers accordingly and effectively.
- Any other duties as assigned.

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## Knowledge, skills and experience

### Essential:

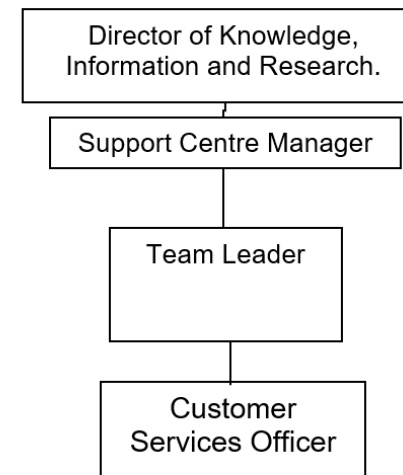
- Strong organisational and administrative skills
- Excellent customer/member handling experience
- Ability to liaise with people at all levels, internal and external to the organisation
- Good IT skills.
- Able to apply logic and common sense when analysing problems.
- Proven experience of providing a high-quality service to a diverse range of customers
- Excellent communication skills, both written and oral, including negotiation techniques
- Attention to detail for proof reading and note taking
- Ability to cope well under pressure
- Customer oriented approach
- Work effectively within a team to support others
- High degree of accuracy and attention to detail
- Experience of working with databases
- Experience of all Microsoft Office packages
- Excellent time management skills: ability to plan, multi-task and prioritise work to ensure that all activities are completed within deadlines/SLAs.
- Able to communicate clearly by phone demonstrating effective call handling and a high standard of customer service.
- Able to handle challenging and demanding customers/solicitors with an effective and professional conduct.
- Able to work effectively as part of a team and willingly collaborate with others to achieve the team's goals and targets.
- Responds proactively and positively to a customer's request for information and or help.
- Able to solve problems and provide creative solutions to address enquiries raised by customers
- Customer focused – by building an understanding of the customer's needs.

- Excellent attention to detail.
- Experience of working under pressure and to specific performance standards in a busy fast paced contact centre.

### Desirable:

- Proven experience of working within a fast paced very busy contact centre

## Organisation Chart



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### Dimensions

The post-holder will be required to work as part of large extremely busy team of 15 which includes the Support Centre Manager, two Team Leaders and administrator. So, while the post-holder will be expected to work well as a member of a team they will also be expected to work on their own initiative. The team as a whole is responsible for managing more than 650-700 queries per day.

The post-holder will be expected to liaise with and manage relationships with people at varying levels from a wide range of teams within the Law Society and external organisations. They will be expected to interact appropriately and communicate effectively with people from all levels across the organisation as well as senior professionals and members of the public and our own members who require services and advice from The Law Society.

### Reports to:

Support Centre Team Leader

### Operating environment:

Approx. 400 employees across the business

13 staff in the Support Centre and 8 Solicitors in the Practice Advice Service Team

Works in a sub team of 15 including the Support Centre Manager, 2 Team Leaders and an administrator.

Customer focussed, business driven requiring frequent contact with stakeholders

Line management responsibilities – none

### Financial responsibility:

none

### Location:

113, Chancery Lane, London

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