

Job Description

Job title:	Customer Service Support Agent
Group:	Education Services Group
Dept/Project/Service:	UK Contracts
Reports to:	Customer Success Manager
Responsible for:	N/a
Usual office base:	Reading (with flexibility for home working)
Grade:	9

Job purpose:

To support schools and educators engaging with our professional development programmes. In your role you will be supporting teachers, school support staff and in school leads on their registration, on-boarding and programme queries for one of our new programmes supporting 55,000 educators.

To support the programme participants, Customer Service Support Agents will: reply to queries, answer hotline calls, support on communication strategies, and ensure data integrity.

Job objectives:

1. In conjunction with colleagues in the Customer Success team, deliver a responsive point of contact service providing information, advice and guidance and delivering an excellent and high-quality customer service experience.
2. Ensure that all email queries and helpline calls are dealt with in a professional and efficient manner and in line with specified customer service standards, ensuring all customer information is recorded accurately on the Client Relationships Management (CRM) system to enable reporting on participant queries.
3. Identify when issues require escalation to the wider team and ensure the customer is aware of how their query will be dealt with.
4. Ensure customer service materials, resources and information sources used are to date and relevant to customer needs and support in identifying and making improvements to processes and ways of working to improve the customer service experience.
5. Support on pipeline reporting (using our CRM Dynamics).
6. Support with our automated email system, ensuring communications are clear and timely.
7. Complete administrative tasks when required.
8. Undertake any other duties and support to the team as directed by the Customer Success Manager

Person specification:

Knowledge

Essential:

- Minimum GCSE Grade C in Maths and English, or equivalent

Experience

Essential:

- Experience delivering excellent customer service
- Experience working in a fast-paced setting
- Experience of working on multiple projects and tasks
- Evidence of having operated in a pressurised environment

Desirable:

- Experience working with schools or educators

Skills

Essential:

- Be able to deal with all types of queries over the phone, by email, or by using Live-chat
- Excellent customer service skills
- Effective organisational and administrative skills
- Strong written and verbal communication skills
- Ability to prioritise workload and work to deadlines
- Ability to spot issues and escalate swiftly when necessary
- Ability to work well in a small team
- Concern for detail to ensure the accuracy of information
- Excellent Computer/IT skills and knowledge of Microsoft Office, including Word, Excel and PowerPoint

Competency Band: 4

Key Competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence - Creating and Leading Success	Delivering excellent service	Responding to change
Integrity - Supporting and Building Trust	Communicating with impact and empathy	Following through responsibilities
Accountability - Delivering and Improving	Continually improving	Driving performance
Collaboration - Engaging and Partnering	Building effective relationships	Engaging others to achieve goals

Job Family: Customer Service

Education Development Trust is committed to safeguarding and promoting the welfare of children and adults whom we work with and come into contact with around the world. All applicants are subject to thorough screening and for applicable roles, successful candidates are subject to relevant criminal record checks with national police authorities or the UK's Disclosure and Barring Service.