|  |  |  |
| --- | --- | --- |
| **Job Role:** | Customer Engagement Specialist  | **Banding:** 5 |
| **Job Family:** | Operations |
| **Purpose:** | Dedicated telephony support for our customers across all operational teams. |
| **Summary:** | * Handing inbound and outbound customer calls.
* Pro-active customer contact to support customer retention.
* Handling customer emails and supporting with account opening administration tasks.
 |
| **Purpose:** | As a telephony customer advisor, you’re pivotal to the success of the savings team. Communication is at the heart of everything we do, you’ll be the voice of the Mansfield, having great conversations, creating connections with our valued customers both old and new.You’ll be handling both inbound calls and outbound calls efficiently and professionally, using your superb conversational and listening skills, collaborating across teams, to provide our customers with a best-in-class, valued service. With an element of curiosity about you, you’ll ask lots of questions to make sure that we quickly get to the heart of the query, solving challenges then giving the customers all the information they need to make their lives easier. You’ll role model our values through your conversations, ensuring our customers leave feeling valued and understood and with a great impression of the society. With a positive, can-do and solutions focused approach to work you’ll turn every conversation into a positive connection and deliver the best outcomes for our customers and wider savings team. Although initially this role will be to support our savings customers, there will be lots of opportunities to grow and develop and support other operational areas with both telephony and future channels of communication. |

|  |  |  |
| --- | --- | --- |
| **What I Do:**  | **How I Work:** | **What I Can Do:** |
| * Answer inbound new business and general account queries, giving updates, resolving issues and providing solutions.
* Create meaningful interactions that strengthen customer loyalty and trust in our brand.
* Keep calm and resourceful when faced with complex or challenging calls.
* Keep our customers safe by completing security all calls and following safe data handling practises.
* Make outbound calls to reassure customers on the progress of their account opening.
* Contact maturity customers, to resolve any queries or concerns helping us retain their custom.
* Support telephone campaigns – designed to achieve a specific purpose.
* Support customer administration, account opening, checking, scanning, and indexing.
* Reply to customer email queries in a timely and professional manner.
* Support branches with Saturday cover strengthaning connections with the teams and customers you support.
 | **Customer Focus:**A genuine passion for wanting to help our customers and creating great connections and experiences. **Exceptional Communication:**A natural ability to connect to people through clear, friendly and empathic communications.**Problem Solving:**Accountability and finding solutions even in challenging situations to get a resolution for the customer.**Resilience:**The ability to stay positive and motivated in busy environments.**Adaptability:**Comfortable with change, evolving systems, new technology and customer needs.**Multi-Tasking:**Switching between tasks, multiple systems whilst talking to the customer and logging details without error. | * Excellent Verbal and Written Communication Skills.
* Good systems knowledge
* Good knowledge of products and services.
* Good knowledge of compliance with regulation in the financial services industry.
* Microsoft tools and communication platforms.
* Stakeholder Management
* Team Collaboration.
* Level 2 Qualified (GCSE, O’Levels, Functional Skills)
 |

