

Job Description Form

Job Title:	Customer Service Adviser – First Line Support
Department/Location:	Operations / Sheffield Head Office
Reports to:	Head of Operations – Steve Lovell
Status:	Full Time Permanent
Hours of work:	Working 24x7 shift pattern averaging 35 hours/week – shift subject to change ½ Hour lunch
Holidays	25 days plus statutory bank holidays
Salary Range:	On application
<p>Summary of Position:</p> <p>The Customer Service Adviser is required to work as part of a dedicated 24x7 team responsible for first line support for Dialogues customers by handling all queries and issues through to resolution.</p>	

Primary Responsibilities

<p>Customer Services</p> <ul style="list-style-type: none"> • Handling calls from Dialogue customers, providing a professional 1st point of contact for all support issues and enquiries. • Handling of all support email communications professionally and efficiently, within Service Level Agreements. • Liaising with Mobile Network Operators, network providers and other 3rd parties to resolve issues. • Notifying customers of any service affecting issues and/or the resolution of those issues, clearly and in a timely fashion. 	<p>Incident Management</p> <ul style="list-style-type: none"> • Logging of incidents raised by customers and other 3rd parties, or as alerted through service monitoring. • Helpdesk ticket ownership and progression within Service Level Agreements. • Escalation of Critical/Major issues appropriately and in a timely fashion • Liaising with internal technical teams as appropriate. • Ensuring resolution of issues within Key Performance Indicator thresholds.
<p>Service Monitoring</p> <ul style="list-style-type: none"> • Monitoring of system and service alarms; log and escalate issues appropriately. • Provide end to end service testing in accordance with detailed procedures. • Raise tickets and escalate monitoring alerts appropriately. 	<p>Consumer Calls</p> <ul style="list-style-type: none"> • Deal with consumer calls efficiently and to the satisfaction of the consumer. Resolution of issues, or escalation to Dialogue customers. • Managing Mobile Network Operator and regulator escalated consumer queries. • Updating and maintaining consumer call database and reports.
<p>Reporting and statistics</p> <ul style="list-style-type: none"> • Management of customer reports • Internal escalation of issues highlighted by statistics and reporting 	

Personal Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none">• Customer Service / Contact Centre experience	
Qualities and Attitude	<ul style="list-style-type: none">• Excellent customer relationship skills• Problem solving skills• Ability to deal with difficult situations• A keen attention to detail• Team working• A flexible approach to work• Ability to multi-task• Reliable & trustworthy	
Product Knowledge	<ul style="list-style-type: none">• Technical support experience• Interest in mobile phone technologies	

Competencies (see Interview Guidance Notes)

Effective Communication and Impact	Internal and External Customer Focus
Problem Solving, Judgment and Decision Making	Working with Others / Teamwork

Prepared by

Name:	Steve Lovell	Signature:		Date:	01/04/10
Title and/or Department:	Head of Operations				