



## Role Profile Customer Service Team - Helpdesk

The Customer Services Team provides excellent customer service, support and assistance to our external customers and internal operations team. The Helpdesk Administrator is a vital part of the team. The HA builds strong relationships with our customers through their ability to respond to customer queries, resolve customer issues and ensure the service they receive from the Operations Team is seamless. Throughout all interactions the HA must maintain a high level of professionalism and present the organisation in the best light possible. The HA works to KPI's to ensure customer queries are responded to within the agreed SLA. All aspects of administration to support smooth processes and all behaviours in support of our values must be evident throughout your employment.

### Person Specification

- Confident and self-aware with the ability to communicate professionally
- Able to influence positively to gain effective outcomes
- Able to maintain performance in stressful and challenging circumstances
- Able to build and maintain long-term professional relationships both internally and externally
- Able to identify solutions to suit internal and external customers
- Produce high quality work ensuring recording and use of systems is accurate and BI is analysed and acted upon
- Effective organisation to ensure priorities, goals and deadlines are achieved.

### Role Competencies

<b>Impact and Communication</b>	Confident and self aware with the ability to communicate professionally Demonstrates professional credibility by communicating clearly verbally and in writing. Perform with energy, commitment and determination to deliver results. Communicate performance in 1-2-1's and reviews on a timely basis. Support team by sharing information and demonstrating best practice.
<b>Influence and Persuasiveness</b>	Able to positively influence and negotiate effectively Ability to have a positive influence on others, to challenge and persuade them to change their views, intentions or actions, or to adopt a particular course of action. Recognises the key stakeholders in negotiations and influences successfully to get the desired result.
<b>Resilience and Stress Management</b>	Maintain personal performance and confidence in difficult, stressful, ambiguous and challenging circumstances. Recognise and act on signals of stress and responds appropriately when working under conditions of continuous pressure. Deals with situations in infancy to avoid future complications
<b>Building Relationships and Working with others</b>	Able to build and sustain long-term professional relationships both internally and externally Support your team and your manager. Open to feedback.
<b>Problem Solving and Analysis</b>	Able to identify and develop solutions to meet customer needs

The purpose of this role profile is to focus attention on the most important aspects of this role. It is not intended to be a complete list of every duty and it is, therefore, to be expected that the day-to-day performance of the job will frequently include tasks not listed above. The list of duties for which the job holder is responsible may be varied or added to. Any such alterations, if intended to be permanent, will be notified in writing.



## Role Profile Customer Service Team - Helpdesk

	Identifying all relevant information in regard to a situation and clarifying the cause and effect of the predicament. Develop solutions and make decisions based on knowledge, facts and judgment. Apply creative and lateral thinking, focus on identifying and meeting customer, and Group needs.
<b>Business Focus</b>	Ensure all Group systems are supported and entry is accurate ensuring the Information used is accurate and timely Support customers internal and external with accurate and timely responses
<b>Planning and Organising</b>	Produce high quality work ensuring all recording of activity and administration is accurate and effective organization to ensure priorities, goals and deadlines are met

## Role Responsibilities

- Work through the Helpdesk inbox in a timely manner ensuring all queries receive a response within the agreed departmental response time,
- Handle customer complaints, provide appropriate solutions and alternatives within the agreed customer SLA or departmental time limits
- Answer incoming phone calls and provide advice to internal and external customers in relation to:
  - pricing and delivery information
  - Visit update and Technician journey information
  - Summary visit points if the Technician has not covered RED with the customer, note these instances and refer to the Regional Manager
- On request from internal or external customers, prepare a customer account report detailing
  - product and service requirements for their site(s)(next service due dates for specific product discipline summary points in relation to the customer site e.g. don't supply fire blankets, only refills rather than new etc.
  - a customer turnover report from NXT to customer annual spend
  - Project costs for customers to enable their budget planning
- Provide customers with copy certificates/tickets to support their inspections. Note the frequency of request, should the customer request all certificates in bulk, note on the system and advise Line Manager to establish if any charges are due.
- Accept jobs on customer portals prior to sending the job to the Planning & Dispatching Division to who will then forward the job to a Technician
- Log and forward to the Planning & Dispatching Division any routine none portal work which includes reactive callout, maintenance orders, relevant queries / job requests / quote acceptances / overdue job requests which need to be assigned to a Technician.
- investigate customer credit requests and forward to Department Manager for authorisation
- Action change of details requests from customers and amend in the CRM, ensure all request for COD are stored on the customer profile on the CRM system
- Log workmanship issues on the CRM system and forward to Regional Managers. Be active in establishing follow up actions which will ensure resolution and advise the customer, where relevant accordingly.
- Authorised team members must process cancellations in support of the defined process, ensuring the Department Manager is aware of the cancellation case and rationale.

The purpose of this role profile is to focus attention on the most important aspects of this role. It is not intended to be a complete list of every duty and it is, therefore, to be expected that the day-to-day performance of the job will frequently include tasks not listed above. The list of duties for which the job holder is responsible may be varied or added to. Any such alterations, if intended to be permanent, will be notified in writing.



#### Role Profile Customer Service Team - Helpdesk

- Ensure all data entry is consistent, accurate and supports the flow established in the CRM system, to ensure true and in date customer, data is available to the business.
- Authorised team members must add new customers to the CRM system in support of the take on procedure, TOP. This must include initial do's and dont's for new customers.
- Ensure post customer meeting instructions are noted on the CRM system
- Log and forward Purchase Order Numbers for completed and invoiced jobs to Invoicing

The purpose of this role profile is to focus attention on the most important aspects of this role. It is not intended to be a complete list of every duty and it is, therefore, to be expected that the day-to-day performance of the job will frequently include tasks not listed above. The list of duties for which the job holder is responsible may be varied or added to. Any such alterations, if intended to be permanent, will be notified in writing.