

MY JOB DESCRIPTION

Title: Call Handler	Level: 2	Job code
Functional line: Reports to Team Leader Contact Centre		

My role exists because:

- I take inbound calls and make outbound calls. It is my responsibility to maximise every customer interaction. This helps me to achieve my targets and directly contributes to the success of PMAS
- I generate and retain business for the Society by spotting opportunities to expand member's and potential member's product holdings and obtaining leads for third parties.
- I give excellent service by dealing with quotes, new business enquiries, producing general information, policy services, surrenders and dealing with policy amendments.
- I support and help colleagues in their performance goals through a positive 'Can do' attitude
- I develop myself so that I feel motivated to fulfil my career aspirations
- I give excellent customer service and ensure TCF Principles are at the heart of all interactions

To achieve this I allocate my time between:

- Handling inbound and outbound calls dealing with quotes, new business enquiries, general information, policy services, policy amendments, surrenders and customer retention. Maximising every interaction with every customer ensuring wherever possible calls are dealt with on a one stop basis to agreed service levels and to compliance standards. 70%
- To respond enthusiastically to guidance, advice and coaching on how to improve service with colleagues, team leader and at coaching sessions 15%
- Keeping own training and technical knowledge up to date to ensure customer interactions are dealt with consistently and confidently 5%
- To complete ad-hoc tasks as requested by the Society, assisting colleagues with peaks of customer demand 5%
- Attend team meetings and contribute to them, raising TCF concerns and FAQ's from members 5%
- When responding to enquires ensure that all communications are clear, fair and not misleading and relevant regulations are followed e.g. data protection, Treating Customers Fairly principles
- I act to ensure that information provided to, or activities undertaken on behalf of, internal and external stakeholders are performed consistently, fairly and with integrity.

I need to have a good level of skills and experience of:

- Planning & prioritising my work
- Decision making
- Creativity and improving processes
- Achieving results
- Personal effectiveness
- Communication skills
- Technical skills including IT
- Call handling skills
- Teamwork and motivation
- Listening skills
- Customer driven
- Project involvement
- Delivering the Mutuality
- Living the Mutuality

I need to know about Society's products, services and policies and have;

- Knowledge and understanding to the police force
- Knowledge of the Society's products provided through business partners

- Knowledge of the Society's systems
- Understanding of TCF Principles
- An understanding and commitment to the Society's Charter and overall strategy
- Understanding of TCF principles and how my role can support, reinforce and influence these
- Detailed knowledge of legislative and regulatory requirements affecting the role

I need to have qualifications in;

4 O levels or equivalent inc English/Maths. FPC1/CF1 would be an advantage.

I achieve success in my role by undertaking the following tasks to the standards specified in my performance plan. The Performance Weighting Factor shows the emphasis and importance placed upon this part of my role.

PERFORMANCE AREA	SPECIFIC ACTIVITY	
COMMUNICATION & CALL HANDLING SKILLS	Performance Weighting Factor	3
Speaking and writing Writing Listening Questioning Tone of Voice Presenting Influencing	<ul style="list-style-type: none"> ▪ Communicate clearly and concisely, in line with TCF Principles ▪ Answer calls using greeting as defined by the company ▪ Ensure ALLCONTACT notes are informative and do not contain jargon ▪ Listen and react accordingly to customers suggestions and requirements in order to meet business objectives ▪ Demonstrate active listening skills ▪ Good use of open and probing questions to establish needs and develop empathy & rapport with customer ▪ Reflecting back information and checking this is correct ▪ Welcoming pleasant tone ▪ Appropriate use of pauses and reactions ▪ Present facts logically and be sensitive to the communication needs of others ▪ Provides choices and options to address customers needs ▪ Anticipates likely objections and gives effective responses 	
BUSINESS SKILLS	Performance Weighting Factor	2
Key Business Process Understanding Customers	<ul style="list-style-type: none"> ▪ Demonstrates understanding of PMAS and business partners products ▪ Awareness of PMAS versus competitors. ▪ Puts customers first and re-priorities to achieve this. ▪ Actively seek new business opportunities for the Society and identify potential customers ▪ Actively seek to improve product knowledge in all areas 	
TECHNICAL SKILLS	Performance Weighting Factor	3
Acquiring Knowledge Applying Knowledge	Knowing & understanding Principles and Methods relating to : <ul style="list-style-type: none"> ▪ Exceptional Customer Service ▪ Products ▪ Legislation ▪ Company Systems and Processes ▪ Compliance ▪ Full knowledge of relevant telephone/computer systems ▪ Technical skills to be kept up to date. ▪ Take personal responsibility for self development ▪ Uses computer systems and telephone equipment effectively to achieve sales and service 	

PERFORMANCE AREA	SPECIFIC ACTIVITY	
TASK PLANNING	Performance Weighting Factor	3
Organisation of Own Routine Work	<ul style="list-style-type: none"> ▪ Receive Inbound and make outbound calls from/to customers. ▪ Manage own time to maximise every opportunity and constructively use time during quieter periods for additional activity. ▪ Ensure non standard situations are referred to team leader or relevant department ▪ To schedule ad-hoc tasks allocated by Team Leader within specified timescales ▪ Work with Service Excellence where appropriate to resolve customer complaints. ▪ Ensure customer service standards are achieved. 	
DECISION MAKING	Performance Weighting Factor	2
Researching	<ul style="list-style-type: none"> ▪ Clearly document and record relevant facts and actions ▪ Accept responsibility for decisions ▪ Adapt to change positively and promote a flexible approach ▪ Ensure compliance with the latest and relevant guidance and legislation 	
CREATIVITY	Performance Weighting Factor	3
Enterprising	<ul style="list-style-type: none"> ▪ Identify opportunities to improve and add value to services and products ▪ Continually develop Customer Service skills ▪ Contribute to Team Meetings, raise TCF concerns & FAQ's from members 	
MOTIVATING OTHERS	Performance Weighting Factor	2
Team Working	<ul style="list-style-type: none"> ▪ Create, maintain and enhance effective working relationships contributing to overall team spirit ▪ Involve other team members in solution finding processes and keep Team Leader informed about difficult cases ▪ Build good relations with other teams within the Society and business partners 	
Training and Coaching	<ul style="list-style-type: none"> ▪ Assist, guide and lead by example new and existing staff in processes and procedures as positive role model to ensure they meet Service Targets. 	
PERSONAL EFFECTIVENESS	Performance Weighting Factor	2
Achieving	<ul style="list-style-type: none"> ▪ Meet specified 'service' targets as outlined by the Society ▪ Demonstrates willingness to learn and produce high quality work at all times 	
Adapting	<ul style="list-style-type: none"> ▪ Display and promote a professional attitude ▪ Be aware of each department's responsibilities and functions within Society. 	
Persevering	<ul style="list-style-type: none"> ▪ Display ability to cope with pressure whilst thinking clearly and remaining calm 	