

Job Description

Role Title	Telephone Agent		
Directorate	Energy		
Team	Services Delivery		
Line Manager	Customer Experience Officer, Loans & Grants		
Perm/ Fixed Term	Fixed Term	Grade 5	
Job Purpose	<p>The Telephone Agent role sits in a team that administers energy saving loans and grants for individuals and small businesses.</p> <p>You will take inbound calls and make pro-active outbound calls to answer customer enquiries about their loan and grant applications and claims.</p> <p>You will deliver excellent customer service to high quality standards to support loan and grant applicants. You will strive to provide a world class service and make the process of getting a grant or loan as easy as possible for applicants.</p>		
Resource Management Responsibilities	Budget/ Equipment Accountabilities None	People (EST) Accountability None	Contractor Accountability None
Critical Accountabilities (between 4-8)	<p>You will be responsible for ensuring performance levels are met in terms of:</p> <ul style="list-style-type: none"> ▪ Providing excellent customer service, exceeding the 95% minimum standard of call quality required and delivering a minimum 95% of customer satisfaction ▪ Answering enquiries within specified service levels ▪ Accurately recording all enquiries on our databases and spreadsheets within specified timescales ▪ Achieving individual and team targets within specified timescales ▪ Providing timely and proactive follow-up contact to applicants via telephone ▪ Supporting your colleagues 		

	<ul style="list-style-type: none"> • Assist the team with ad hoc requests as required
<p>Knowledge, skills and qualifications required</p>	<p>Must have:</p> <ul style="list-style-type: none"> ▪ Proven track record of delivering excellent customer service ▪ Excellent telephone and customer care skills with an ability to communicate effectively by telephone with a range of audiences including vulnerable applicants ▪ Experience of handling customer complaints and first call resolution ▪ Experience of working within a high-pressure, target focussed environment and complying with procedures and processes ▪ Ability to work under own initiative with minimal supervision ▪ Recognition of the importance of repetitive tasks ▪ An enthusiastic and positive approach ▪ Good IT skills (Microsoft Office suite, internet, use of databases) <p>Desirable:</p> <p>Knowledge of energy efficiency, low and zero emissions heating, renewable energy and sustainable travel</p>