

## Job Description

<b>Role Title</b>	<b>Telephone agent</b>
<b>Job Family &amp; Category</b>	<b>Customer Excellence: Assistant</b>
<b>Team</b>	Services Delivery
<b>Line Manager</b>	Customer experience officer, loans & grants
<b>New/ Existing Role</b>	Existing
<b>Perm/ Fixed Term</b>	Permanent
<b>Resource and Management Responsibilities</b>	None
<b>Job purpose</b>	<p>The Telephone Agent role sits in a team that administers energy saving loans and grants for individuals and small businesses.</p> <p>Taking inbound calls and make pro-active outbound calls to answer customer enquiries about their loan and grant applications and claims.</p> <p>Delivering excellent customer service to high quality standards to support loan and grant applicants. Striving to provide a world class service and make the process of getting a grant or loan as easy as possible for applicants.</p>
<b>Key responsibilities</b>	<p>Responsibilities for ensuring performance levels are met in terms of:</p> <ul style="list-style-type: none"> <li>▪ Providing excellent customer service, exceeding the 95% minimum standard of call quality required and delivering a minimum 95% of customer satisfaction.</li> <li>▪ Answering enquiries within specified service levels.</li> <li>▪ Accurately recording all enquiries on our databases and spreadsheets within specified timescales.</li> <li>▪ Achieving individual and team targets within specified timescales.</li> <li>▪ Providing timely and proactive follow-up contact to applicants via telephone.</li> <li>▪ Assist the team with ad hoc requests as required.</li> <li>▪ A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.</li> </ul>

**Within one month, you will:**

- Learn about the loan and grant funds we administer.
- Learn about the administration systems we use.
- Learn about the telephone management system we use.
- Learn about our customer service standards.

**Within three months, you will:**

- Become confident with our processes and systems.
- Be actively taking live calls, supporting our customers.
- Confident in the customer service standards those in the team on the phone are held to.

**Within six months, you will:**

- Meeting our customer service standards consistently by being a customer facing role model, and applying Energy Saving Trust values and behaviours to everything you do.
- Maintaining good administrative system standards.

**Knowledge, skills  
and qualifications  
required**

**Essential:**

- 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 target-focused 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).

**Desirable:**

- Knowledge of energy efficiency, low and zero-emissions heating, renewable energy, and sustainable travel.