

Job Description

Job Title: Customer Services Representative	Post No:
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Accountable to: Facilities Customer Service Manager
Responsible for: Providing Customer services in person, over telephone & via ICT equipment.
Key Relationships with:- Internal: All Trust Staff External: FM First Approved Taxi Companies Local Funeral Directors Approved Security Contractors External Agencies Epic
Purpose of Role: This means to: • Act as first point of contact for enquiries and requests • To provide a customer-focused Helpdesk service, dealing with all customer requests • Respond to calls in a timely manner • Ensure complaints are dealt with in an efficient and sensitive manner, whilst ensuring appropriate records are maintained • Receive and process customer telephone/email requests to ensure the timely and effective completion of work, in accordance with the service level specification • Ensure that the relevant information is logged into the appropriate databases to enable the accurate transfer of information to the appropriate department for action • Provide the department with a task number • Provide an administrative support service to the team (including distribution of mail; typing; filing and dealing with telephone calls) to maximise time and to ensure a good response to customer service • Regularly review logged calls on the database, to monitor completion times • Ensure completed and partially completed tasks are entered into the database, to maintain the current status of tasks outstanding • Follow the Helpdesk logging procedures for the whole unit and be the focal point for all calls • Responsible for passing on instructions to Facilities staff, recording such action in response to call, requests etc. to enable performance targets to be achieved • Open work orders for all requests and prioritise urgent calls • Update and maintain files • To operate the FM First system using all facilities incorporated within the programme • Ensure that all requests are logged immediately and despatched within specified time • Ensure that delays are recorded to enable avoidable inefficiency to be discussed and managed with the Trust Managers • Monitor and Prioritise Epic requests as required • To maintain frequent and regular contact with the users of the Portering Service as directed by the Facilities Co-ordinator • To achieve a high personal profile as a controller of the Portering/ Transport operation and form a good working relationship with all users • To ensure that performance specifications and criteria reflect user requirements • To ensure that the Portering/ Transport Department is aware of, and responds to, changes in requirements as they occur • To co-operate in departmental and company initiatives in order to enhance customer relations

- To communicate ideas and suggestions amongst staff
- To adopt a professional attitude in dealing with colleagues and clients
- To ensure that the team is aware of the importance of the corporate objectives, image and reputation
- To liaise with other departments and promote a positive company image
- To promote a safe and healthy working environment for the team in accordance with Trust policy
- To ensure the Portering/ Transport Departments adhere to all Trust policies and communicate safe working practices to the team
- On a daily basis, maintain and action the Dispatch Message Register
- Record all patient and user information, ensuring that all requests are logged immediately and dispatched within the specified timescales
- To behave at all times in a professional manner
- To act as Driver/ Porter as operating circumstances dictate, or in emergency situations

Key Responsibilities:

Leadership

- Support continual improvement in quality, performance and delivery of Trust objectives
- Be motivated and support team working to deliver and improve services
- Follow department processes to deliver services to required standards and within the available resource base

Financial and Performance Management

- Responsible for safe use of Helpdesk equipment

Risk Management and Governance

- Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place
- Work collaboratively with colleagues to report all identified risks for inclusion as appropriate on the organisational risk register
- Work collaboratively with colleagues to address complaints and incidents appropriately – learning from such events to ensure that learning is achieved across the department

General

- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the East Suffolk & North East Essex Foundation Trust Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down by the East Suffolk & North East Essex Foundation Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should pro-actively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

Note: This job description is issued as a guide to your principal responsibilities. It may be varied from time to time to meet new working requirements and does not form part of your Contract of Employment

Person Specification

Job Title: Customer Services Representative **Band:** 2

Post No:

Criteria	Essential	Desirable	Measure (e.g. Application form/CV/interview)
Experience	Experience of working in a customer focused environment	Previous work in an NHS/Healthcare environment	Application Form/CV/Interview
Qualifications	A good general education	- O Level/GCSE qualifications including Maths/English - NVQ in Customer Service	CV
Knowledge	- The ability to work as a part of a team and to collaborate and build relationships with peers and client representatives. - Experience of teamwork - Ability to prioritise and meet deadlines - Understanding of a Customer Services environment - Excellent IT skills	Understanding Customer Services within a hospital environment	Application Form/CV/Interview
Personal Skills	- Act in a professional manner - Calm and rational - Friendly, reliable, responsive with the ability to meet client, user and staff expectations - Must be a team player, who will assist and support colleagues. - Must be able to use initiative, be efficient and organised - Must live within an acceptable travelling time of the hospital and be able to work shifts, must have the ability to work additional hours. - Able to use own initiative and consistent approach to problem solving - Receptive to change - Good interpersonal and communication skills - Good verbal communication skills - Self-motivated and ability to motivate others within the team	Keen to develop new opportunities and continue to develop own career	Interview

