

PARTICIPANT EXPERIENCE AGENT JOB DESCRIPTION & PERSON SPECIFICATION

NAME:

DEPARTMENT OR TEAM: PET

REPORTS TO: QUALITY & PERFORMANCE MANAGER

KEY PURPOSE OF ROLE:

- To administer participant queries through the campaign hotlines and email helpdesk facilities in English
- Engaging in participant interaction and adhering to all department processes
- To process weekly all supplier back-order reports according to deadlines
- Administer all Reward & Recognition campaigns including order processing and monitoring of items ordered, and liaising with suppliers when necessary
- Surpass both internal and external customer expectations, ensuring that all fulfilment is completed within deadline and to an exceptional standard

Principal Responsibilities:

- Provide responses to participants via telephone and emails
- Follow all relevant Company and Quality procedures as stipulated by ISO 9001
- To assist with other administrative work as deemed necessary by the Campaign Specialist Agents and/or Quality & Performance Manager
- Proactively respond to any client service team requests for Reward & Recognition assistance
- Contribute to the financial and administrative control of all jobs via Maconomy
- Provide consistent, high quality, proactive customer service to all participants
- To provide a key link with our participants and ensure we maintain high levels of customer service
- Maintain and update the databases according to the needs of the campaign
- Organise and contribute to the preparation of paperwork and correspondence relating to the campaigns

Resources Accountable For:

People:

- Internal relationships include all staff, in particular, Reward & Recognition team, resource departments

Financial:

- Personal contribution to team and company targets when necessary

Principal Working Relationships (internal & external)

Internal relationships:

- All staff, in particular, Reward & Recognition team, Administration but interaction with all departments

External relationships:

- Weekly contact with Programme participants

PERSON SPECIFICATION:

Essential Skills & Experience

Experience:

- Experience of customer servicing, telemarketing or client servicing
- Experience in a database operations environment
- Must be extremely flexible and available to work additional hours at peak times of the year to meet client deadlines

Skills:

- Excellent customer service skills
- Excellent attention to detail
- Strong sense of urgency
- Self-starter and 'closer' of projects
- Willingness to ask questions and learn
- Proactive, positive outlook and 'can do' attitude
- Driven to exceed participant expectations
- Strong communication skills
- Excellent telephone manner
- Good relationship-building skills
- Problem solver
- Good organisational skills
- Professional appearance and approach
- Demonstrable knowledge of PC skills including Access, Word, and Excel
- Good troubleshooting and decision-making skills, used to working on own initiative
- Mathematics and English qualification to GCSE Standard or equivalent

This job description is subject to review and is not intended to be rigid or inflexible but should be regarded as providing guidelines within which an individual works.

Other duties within the skills and capabilities of an individual may be assigned from time to time.

Associate

Line Manager

Date