



Job Description

Job Title: Customer Contact Centre Consultant

Responsible To: Service Hub Team leader

Responsible For: N/A

Place of Work: Based within the Service Hub at Head Office but required to work at any site where the Company operates should the need arise

Job Purpose:

1. To process large volumes of inbound calls and provide accurate information in a timely fashion to customers and venues.
2. Use every interaction with customers as an opportunity to increase participation and income across the group.
3. Provide guidance and advice about SCT products.

Job Responsibilities:

Core Values

- To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

Customer Interaction – Inbound

- Provide exceptional customer service for all internal and external customers
- Answer all inbound calls with speed and efficiency and in line with corporate targets
- Record/log information from calls in line with corporate procedures
- Ensure knowledge of SCT products and activities is up to date at all times.
- Process all sales efficiently, following financial guidelines.
- Ensure communication with relevant venues/personnel is completed within set timelines.
- Deal with any customer complaints/enquiries quickly and with confidence, ensuring that the customer is satisfied and that the relevant venue/departmental manager is aware of any issues.
- Meet all weekly/ monthly targets set by the team leader but identify any issues at the earliest opportunity

Financial

- Ensure that all financial transactions are carried out in line with Company procedures
- Adhere to data protection act guidelines and ensure that any customer information is stored correctly and safely

General

- Sell and promote the facilities by capitalising on all opportunities available.
- Act as an ambassador for SCT at all times

The post holder shares with all colleagues the responsibility for:

- Making suggestions to improve the working situation within their area of work and SCT as a whole.
- Comply with all aspects of SCT's Health & Safety Policy.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the organisation.