Customer Service Agent

## Job details

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| Job title: | Customer Service Agent |
| Department: | Support Services |
| Location: | Orpington |
| Reporting to:  (job title only) | Customer Service Manager |
| Direct reports:  (job title only) |  |
| Accountable to:  (where applicable) |  |
| Responsible to:  (where applicable) |  |
| Job purpose: | * + As a customer service agent, you will be the face and voice of Vita Health Group   + Acting as an extension of the firm’s brand and core values, the purpose of this role is accomplished by treating each patient courteously, greeting them and answering every question in a pleasant and efficient manner.   + You will be responsible for taking inbound calls from patients who want to book, cancel or reschedule their appointments and making outbound calls to book their first and further follow up appointments.   + You will also cover the reception area, ensuring that all patients are welcomed in a courteous manner.   + This role requires a clear concise communicator who is able to work under pressure. |
| Role and Responsibilities: | * Answer all incoming telephone calls in a timely manner. * Booking customer appointments by way of outbound calling. * Responding to queries where possible and passing on accurate messages where not. * Monitor and manage voicemails and emails ensuring they are responded to in a timely manner. * Working closely with the NHS and Private Administrators to resolve patients’ queries. * Entering new and updating patient information into system. * Identifying and escalating priority issues. * Documenting all call information according to standard operating procedures. * Managing your own activities and completing these within reasonable time frames. * Covering the Reception area, ensuring you greet all patients and visitors to the clinic in a polite and courteous manner. * Communication with clinical staff where a patient is going to be late or needs to reschedule their appointment. * Completing daily Reception tasks such as banking, scanning, franking of post and ensuring future appointments are booked correctly. * Any other ad hoc duties to support the Customer Service and Administration function of the business. |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| **Experience** | * + Excellent organisational skills   + Excellent understanding of the   importance of team work   * + Excellent written and spoken communication skills   + Excellent customer service skills   + Excellent attention to detail   + Able to use own initiative |  |
| **Skills/knowledge** | * IT literate – intermediate level minimum |  |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * + Ability to work individually or within a team and foster good working relationships * Evidence of values that are consistent with the NHS constitution. * Interpersonal skills to engage and develop working alliances with colleagues and patients. * Evidence of an openness to learning new knowledge and skills. * Excellent verbal and written communication skills * High level of enthusiasm and motivation * Ability to work under pressure * An awareness of and commitment to supporting and facilitating diversity and inclusion * Excellent time management skills |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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