

Role	Member and Customer Support Team Leader
Location	Wherstead Park
Department	Member and Customer
Reports to	Head of Member and Customer Support

Description

Our Member and Customer team is responsible for:

- Supporting our retail businesses through great trade marketing
- Understanding what really matters to our customers and members, and how we can generate more value from them
- Supporting our members, customers and communities by showing the power of modern co-operation.

Job Purpose

To help us on our journey to become the East of England's most valuable organisation. The purpose of this role is to:

- Handle all member and customer enquiries by phone, email, social media and webchat. These enquiries could relate to managing their membership with our co-op (for example dividend, replacing their membership card and closing accounts) or general enquiries from customers (for example giving feedback on products or stores or making a complaint).
- Ensure that processes are followed accurately and consistently at all times, so data is accurate and processed in line with regulatory requirements.
- Act as team leader for the Member and Customer Support Team — scheduling holidays, managing sickness, acting as the point of escalation for complaints and ensuring team members follow agreed processes and customer service levels.

Key Internal Relationships



- Member and Customer Support Team
- Marketing Technology Team
- Corporate Communications Team

Principle Accountabilities

- Handle all member and customer enquiries by phone, email, social media and webchat. These enquiries could relate to managing their membership with our co-op (for example dividend, replacing their membership card and closing accounts) or general enquiries from customers (for example giving feedback on products or stores or making a complaint).
 - Be the consistent point of contact for our customers and members, taking personal ownership of cases by proactively looking for solutions so they can aim to be resolved first time, where possible.
 - Where necessary, working with other team members to find the answer to enquiries and communicating with the member / customer accurately throughout.
 - Make sure all interactions with members and customers are in line with our brand 'tone of voice' — warm, neighbourly, friendly and clear.
 - Uphold high levels of customer service consistently to meet our company standards.
- Complete daily, weekly, monthly and annual processes on time and accurately, this relates to activity like dividend or year-end processing as well as member / share account processing and could include:
 - new/replacement card ordering
 - change of address
 - deceased/gone-aways
 - marketing permissions (opt in/out)
 - account closures (including raising and dispatch of cheques)
 - withdrawal/transfer requests
 - account suspensions
 - manual processing of transactions (e.g. travel, forecourts)
 - financial year end processes
 - Other finance processes (e.g. share capital reconciliation)
- Keep accurate records in the correct systems to help maintain a timeline of activity with customer and member cases so status and history is clear at all times. This includes maintaining an accurate Customer Relationship Management (CRM) database by entering / updating client information.
- Ensure that processes are followed accurately and consistently at all times, so data is accurate and processed in line with regulatory requirements.
- Support the implementation of new or changed processes. Here a continuous improvement mindset in the team and contribute to help the continued development of our processes.

- Act as team leader for the Member and Customer Support Team — scheduling holidays, managing sickness, ensuring team members follow agreed processes and acting as the point of escalation for complaints:
 - Maintaining team rota (including regular working hours and holidays) to ensure correct level of cover is provided including proactively planning for peak periods such as dividend.
 - Ensure members of the team understand the processes they need to follow. Monitor and check work to ensure it meets the required standard and has been delivered according to process.
 - Contribute to the company customer service standards and carry out monthly performance reviews with the team to assess a sample of customer interactions against these standards.
 - Where necessary provide additional support and training to the team to improve their understanding of processes and sustain high customer service levels.
 - Monitor team workload and escalate any significant increases (or decreases) in work so support can be provided as necessary.
 - Manage escalated customer and member cases to reach a point of agreement and resolution.
 - Act as the main point of contact for contracted overflow support in peak periods.

Essential Skills, Knowledge & Experience

- Excellent customer service skills
- Experience of managing or leading a team
- Confident, friendly, warm and professional manner
- The ability to actively listen to customers to understand their needs and work proactively to resolve enquiries
- Excellent verbal and written communication skills to clearly share and relay information, adapting appropriately for the communication channel
- The ability to remain calm and polite when dealing with complaints or challenging clients
- Excellent accuracy and attention to detail in all tasks
- Resilient, positive and solutions focused mindset
- Positive approach to change and continuous improvement
- Full UK Driving License

Desirable Skills & Experience



- Customer service experience in digital channels such as social media and webchat

This job description is not exhaustive but outlines the key accountabilities for this role which may be subject to change according to the needs of the Society.