



## OPERATIONS - CUSTOMER EXPERIENCE

<b>Job Title:</b>	<b>Customer Support Centre Advisor</b>
<b>Reporting to:</b>	<b>Customer Support Centre Team Leader</b>
<b>Dogs Trust Grade:</b>	<b>F</b>
<b>Location:</b>	<b>Manchester office</b>

### Job Purpose:

Customer Support Advisors are the main point of contact for a wide range of queries from our supporters, members, adopters, customers and members of the public. Advisors provide the best customer service with every interaction and liaise regularly with colleagues in the support centre, our network of rehoming centres and our London offices.

### Overview of the Department/Team

Dogs Trust is the UK's largest dog welfare charity and normally cares for around 14,000 dogs across its network of 21 rehoming centres in the UK and one in Dublin. We have an exciting new strategy with the ambition to transform the way we work to ensure every dog lives life to the full. We want to be there to help even more dogs and their owners, but at the heart of what we do is our commitment to never put a healthy dog to sleep and that together we never have to let any dog down.

The Customer Support Centre is multi-channelled, with a mixture of inbound, outbound and email traffic which receives calls and emails for our network of 21 rehoming centres in the UK. The Customer Support Centre also receives calls for several dedicated hotlines in the organisation along with making outbound post adoption support calls.

The role will involve delivering exceptional customer service on every interaction for all sorts of queries coming into the organisation.

### Key areas of accountability:

Respond to Dogs Trust customers, supporters, members, adopters and members of the public via multiple channels including, but not limited to inbound calls, outbound calls and multiple email channels.

Respond sensitively and efficiently to all calls, following our set policies, procedures, and guidelines.

Handle each interaction individually, reacting appropriately and empathising when needed.

Identify the circumstances, needs and aims of the customer using appropriate questioning techniques and respond appropriately, aiming to resolve the customer's query at the first point of contact, giving the best advice possible.

Adhere to Dogs Trust quality assurance framework on every interaction.

Act as an advocate for the Dogs Trust brand and, as the voice of Dogs Trust, always uphold the organisation's reputation.

Achieve and maintain key performance indicators; including but not limited to average talk time, call/email quality and after call work.

Record all customer interaction accurately on relevant in-house systems as appropriate, in line with agreed standards and procedures.
To be resilient, proactive and self-confident in all interactions.
Identify, own and resolve customer feedback and complaints. Remain calm, professional and confident in handling feedback and liaise as necessary with relevant departments to ensure issues are rectified and excellent customer relationship is maintained throughout.
Responsible for ensuring subject knowledge is up to date with Dogs Trust and industry standards and actively embracing change.
Alert the Customer Support Centre management to potential risks or sensitive enquiries whilst maintaining appropriate confidentiality.
Take on other reasonable duties that align with your skills, knowledge, and experience.

### **Person Specification:**

Experience in providing excellent frontline enquiry and/or customer services in a high demand customer service environment as part of a team
Exceptional active listening skills
Experience working in a target driven environment, ideally within a similar contact centre role
Experience in following guidelines and procedures and working to set standards without supervision
Experience in controlling conversations effectively and sensitively including handling distressed, confused, and aggressive customers over the telephone and by email.
Good working knowledge of Microsoft Office (Inc. Word, Excel, PowerPoint, Outlook, with the ability to use web-based resources and electronic systems.
Resilient, proactive and self-confident
Experience in managing sensitive situations appropriately
Strong empathy skills to 'read' a situation and respond appropriately
Flexible and adaptable, open to change and new ways of working
To be comfortable in the presence of dogs

### **Additional information:**

Normal hours in this role are 40 per week, our national Customer Support Centre is open from 8am-8pm Monday to Friday and 8.30am-5pm on weekends and bank holidays.
Due to the nature of our operation, you will be required to work every other weekend. (2 weekends per month) Some bank holiday work is also required.
The role is hybrid working 2 days a week at our Manchester office (M34 3SG) and 3 days remotely. Some UK travel may be required as and when needed.