



ROLE PROFILE

CX Agent

Line Manager	CX Team Leader
Location	1st Floor, Optima Building 58 Robertson Street Glasgow G2 8DU
Department	Customer Experience (CX)
Direct Reports	NA
Role Purpose	<ul style="list-style-type: none">Your job is to assist our customers in dealing with their questions and resolving their issues, at the first point of contact.
Key Accountabilities	<ul style="list-style-type: none">Respond to phone, email, and letter correspondence from customers within the agreed timescales.Offer the customer, wherever possible, a personalised service and maintain a professional 'tone of voice' in all communication with customers.Aim to resolve the customers' query at the first point of contact. If this cannot be achieved, then keep the customer regularly updated with the progress of their query.Keep track of responses and actions needed from colleagues to ensure the customer receives an answer to their query promptly.Perform administrative duties as required.Comply with procedures and timescales as directed.Establish relationships with internal and external stakeholders to ensure the customers' query is responded to in a timely manner.Handle difficult situations and complaints in a professional manner.Follow GDPR guidelines where required.
Key Stakeholders	<ul style="list-style-type: none">Our customersCX Colleagues
Personal Specification Essential	<ul style="list-style-type: none">Strong communication skills – both written and verbal.Strong time management skills to meet deadlines and comply with agreed procedures.Excellent organisational skills.Strong problem-solving skills.The ability to stay calm under pressure.
Personal Specification Desirable	<ul style="list-style-type: none">I.T skills with good knowledge of Microsoft Office packages is required.

Key Behaviours

- To behave in a manner that displays our values: Dependable, Agile, Proactive, and Inclusive
- Engage in continuous improvement of day-to-day work, developing a continuous improvement mindset supported by the tools and mechanisms to enable bottom-up improvement.
- Promote the health, safety and wellbeing of yourself, customers, and colleagues
- Be a role model for Equality, Diversity, and Inclusiveness
- Successful completion of security and background checks
- Environmental awareness

