

CX Agent

Line Manager	CX Team Leader
	1st Floor, Optima Building
Location	58 Robertson Street
	Glasgow G2 8DU
Department	Customer Experience (CX)
Direct Reports	NA
Role Purpose	• Your job is to assist our customers in dealing with their questions and resolving their issues, at the first point of contact.
Key Accountabilities	 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	Our customersCX Colleagues
Personal Specification Essential	 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	• I.T skills with good knowledge of Microsoft Office packages is required.



- 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.

Key Behaviours

- 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

Advert > Application > Interview > Personal Performance development feedback Training, qualifications and apprenticeships. Regular 1-2-1s and Job offer This is you choosing your ticket to join us! Family events Onboarding Personal support Maternity leave / paternity leave and adoptive support. Having fun in the workplace Take part in social activities and team challenges! On-the-job training **Career progression** Helping you succeed at your job. Using your benefits Thank you Doing your job And getting paid on the 15th... Discretionary free train travel, holidays, shopping discounts and more 5