



<p>Job Title: Customer Representative</p> <p>Conduct Role: Yes</p>	<p>Reports To: Team Leader</p>										
<p>Department: Contact Centre</p>	<p>Band: Team Player</p>										
<p>Main Purpose of Job</p> <ul style="list-style-type: none"> Working with customers you will be their first point of contact with Leeds Building Society. This role is all about delivering exceptional customer service by living the Society's brand and helping our members to 'get on with life'. You will handle both straightforward and complex enquiries for your area of expertise (savings or mortgages), some of which will require great care and sensitivity. <p>Competencies</p> <table border="1"> <thead> <tr> <th>Competency</th> <th>Level</th> </tr> </thead> <tbody> <tr> <td>Learn & Grow</td> <td>1</td> </tr> <tr> <td>Positive Influence</td> <td>1</td> </tr> <tr> <td>Customer Centred</td> <td>1</td> </tr> <tr> <td>Make Things Happen</td> <td>1</td> </tr> </tbody> </table> <p>Qualifications, Skills & Experience</p> <ul style="list-style-type: none"> Experience of working in a customer service environment or good understanding of customer facing services. Ability to build effective relationships with colleagues and customers. Ability to critically assess a situation and make viable judgements whilst working under pressure, maintaining speed and accuracy. Computer literate (able to comfortably use Word and basic Excel) Educated to GCSE standard or equivalent (Inc. Maths & English level 4-9) or equivalent. 	Competency	Level	Learn & Grow	1	Positive Influence	1	Customer Centred	1	Make Things Happen	1	<p>Key Accountabilities</p> <ul style="list-style-type: none"> Handle inbound telephone calls in a friendly, personal and decisive manner. Subject to your area of expertise; <ul style="list-style-type: none"> Support customers and intermediaries through the Society's mortgage product switch process (online and phone based). Understanding customer needs quickly and efficiently, answering queries, booking appointments with Mortgage Consultants and ensuring customers gets the support they need. OR <ul style="list-style-type: none"> Support customer in the opening of new savings accounts through any of the Society's channels including providing online support. Understanding customer need quickly and efficiently, answering queries, completing transactions and providing guidance for all existing savings customers. Communicate, apply and drive the Society's policies and procedures consistently and with customer needs at the centre of everything we do. Deal with complex enquiries for your specific subject area taking ownership of your customer queries to deliver first call resolution, making good judgement calls whilst analysing relevant information. Build trust and confidence with the customer in the service provided by offering customers attentive, accurate and clear advice. Use a variety of specialist systems and databases to enter and maintain accurate customer records and process transactions ensuring that customer information is always up to date. Process real time ("on the call transactions") for both internal and external customers. Assist customers with online set up, maintenance and help resolve technical issues they may have in relation to their account.
Competency	Level										
Learn & Grow	1										
Positive Influence	1										
Customer Centred	1										
Make Things Happen	1										



Internal & External Relationships

Internal

- All colleagues within the Society's organisational structure. Key areas include supporting and providing specialist guidance to the branch network, direct and intermediary development teams and to lending and savings operational departments.

External

- Any customer or party that contacts the Society. Key parties include customers, potential customers, independent financial advisors, mortgage intermediary companies and solicitors.
- Maintain the highest standard of integrity in all business relationships

- Demonstrate personal drive to acquire an in-depth knowledge of processes, procedures and systems within the Society relevant to a specific operational area to deliver positive outcomes for customers.
- Respond to changing business needs constructively and positively.
- Influence continuous improvement to support a high performance culture and positive customer experience as well as good customer outcomes.
- Make a contribution to the development of positive working relationships in the team, supporting colleagues and participating in meetings, taking a proactive interest in the Society developments.
- Adhere to all relevant regulatory rules and guidance applicable to the role.
- Maintain required standards of the Conduct Rules at all times in accordance with prevailing regulatory requirements.
- Maintain full awareness of and conformance to the Risk Management Framework including but not limited to the Information Security and Data Governance supporting frameworks.