



Role Title	Customer Contact Centre Advisor		
Job Family	Commercial and Procurement	Sub Category	Service Management
Behaviours	<ul style="list-style-type: none"> Communicating and Influencing 	<ul style="list-style-type: none"> Managing a Quality Service 	<ul style="list-style-type: none"> Delivering at Pace
Purpose	Handle individual customer and public enquiries effectively, providing timely and comprehensive responses.		

Key Accountabilities

- Deliver effective, efficient, handling of each enquiry dealt with, complying with operational standards;
- Prepare quotations for logistics and catalogue items, providing governance, and tracking responses to customer enquiries;
- Manage small works projects;
- Ensure, as far as possible, customer satisfaction with the handling of each enquiry ensuring each is brought to resolution;
- Maintain an accurate, timely and comprehensive record of enquiries including monitoring 'open' enquiries

Authority and Scope

- Responsible for managing own time, priorities and performance;
- Be proactive in following up unresolved enquiries;
- Respond directly to an enquiry, including in writing, without recourse to a more senior colleague or follow standard escalation pathways where this is not possible

Skills

- Customer/supplier relationship manager;
- Interpret professional/technical documents;
- Customer service;
- Incident resolution;
- Planning and organising;
- Service reporting

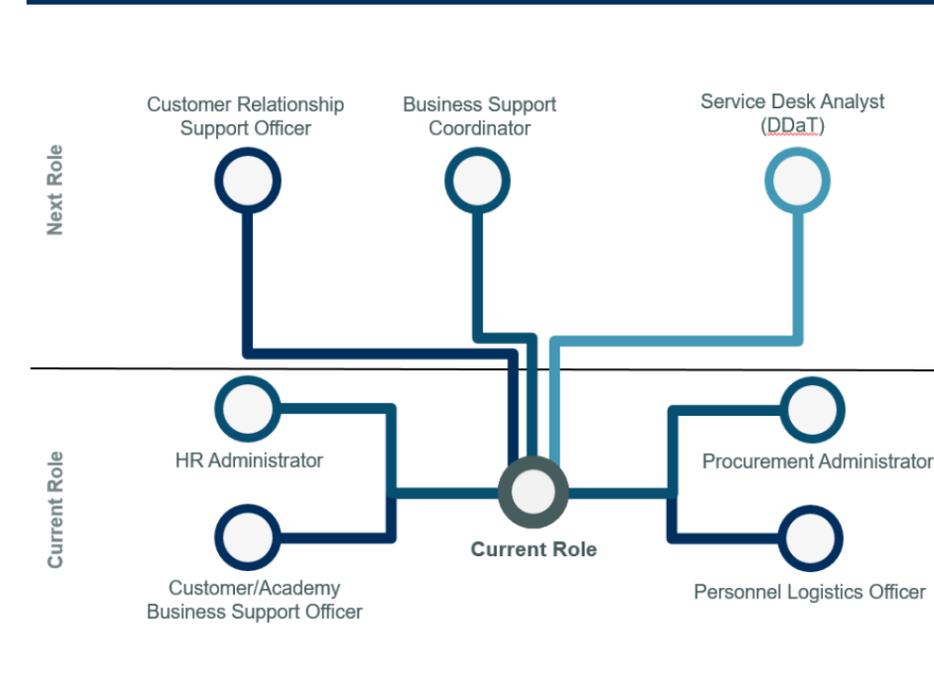
Internal and External Communications

- Constant interaction with internal colleagues across FCDO Services, and external enquirers (other government departments, public bodies, members of the public) to respond, refer and follow up on enquiries

Qualifications, Knowledge and Experience

- Essential**
- Ability to work under own initiative and meet deadlines;
 - Excellent organisational skills paying attention to detail;
 - Good knowledge of Microsoft (Word, Excel, PowerPoint)

Potential Next Career Moves



Desirable

- Customer service experience;
- Experience of working as a member of a team;
- Some awareness of costing and pricing;
- An understanding of FCDO Services;
- Working knowledge of Salesforce or similar CRM system