

## Role profile

### Description of role and context

Job title	Customer Support Adviser (German)		
Department/team	Customer Support	Hours of work	8am - 6pm
Line manager	Customer Support Manager	Line reports	None

### Role purpose

To support The Myers-Briggs Company's business objectives by providing a proactive and client-focused service to existing, new and potential clients. The successful candidate must be fluent in English and another European language, both written and spoken.

### How this role fits into the business

Working within a small, close-knit, multi-lingual & multi-cultural, team the post holder will provide an outstanding level of customer service to The Myers-Briggs Company's database of over 20,000 clients spread throughout the world.

### Key responsibilities

- Be a customer service advocate and deliver a consistently high level of customer service to all internal and external customers.
- Build relationships with customers in order to identify further business opportunities.
- Understand the needs of our clients in order to provide a tailored service and a product which suits their needs.
- Inform the Head of Customer Services of any feedback received from clients, whether it is positive or constructive.
- Inform the Manager, of ways in which the service provided to clients can be improved to enhance service delivery.
- Ensure that Customer Support Performance is maintained above standards set (90% of calls answered within 20 seconds, Abandon rate).
- Ensure that all customer emails are responded to in a positive and professional manner within 24 hours.
- Support the online chat functionality and support customers with queries in a timely and customer focussed manner.
- Provide a proficient and client-focused telephone service to existing, new and potential clients through inbound and outbound activity.

- Effectively handle client requests to ensure that they are dealt with as soon as possible.
- Check correct client details are held within our database, checking both delivery and invoice address for each order placed & the time by which receipt of the order is required (and preferred method of delivery).
- Accurately register customers and maintain customer records.
- Process orders, advising customers on topics of eligibility, stock, pack sizes, relevant alternatives or additions.
- Accurately register customers for workshops and maintain a high level of communication with the Practitioner Development Operations team.
- Work closely with The Myers-Briggs Company's warehouse to support the fulfilment of customer orders.
- Provide support for the handling of returned goods and the raising of credit notes.
- Identify upskilling and cross-selling opportunities.
- Provide support to other areas of the business with warm outbound calling activities.
- Work co-operatively within the Customer Support team to promote and maintain a close-knit team, showing consideration for others and team spirit.
- Develop positive collaborative working relations with all employees of The Myers-Briggs Company.
- Play an active role as a team member of both Customer Support and of The Myers-Briggs Company; sharing information, offering ideas, making constructive comments and providing support to colleagues.
- Develop a full appreciation and understanding of The Myers-Briggs Company's full range of client offerings as well as understanding internal processes and responsibilities.
- Develop understanding of The Myers-Briggs Company operating systems, warehouse, and stock control procedures.
- Attend qualifying workshops as agreed with the Customer Support Manager.
- Seek and exploit opportunities for continuous professional development.
- Carry out other such duties as may reasonably be required, commensurate with the grade of this post.

This job profile is current as at the date shown below. In consultation with the post-holder it is liable to variation by management to reflect or anticipate changes in or to the job.

## Person specification

### Knowledge

#### Essential:

- Working knowledge of MS Office (Word, Outlook and Windows)

#### Desirable:

- Knowledge of MS Excel and PowerPoint

### Experience

#### Essential:

- Customer Service experience in a commercial environment

#### Desirable:

- Experience in a Business to Business sales environment
- 1 year Customer Service experience in a telephone-based environment

### Technical skills and abilities (or technical competencies)

#### Essential:

- Fluent in English and German, both written and spoken

#### Desirable:

### Qualifications / training

#### Essential:

#### Desirable:

- Educated to A-level standard, or equivalent

## Person specification continued

### Behavioural competencies

This section highlights the behaviours from the The Myers-Briggs Company competency framework that are **top priority** for this role. This does not mean that the others are not relevant, rather that those in bold are the behaviours that are **most critical to success**. Performance against these essential behaviours will be assessed in selection and considered within the performance appraisal process when evaluating the way an individual has approached their objectives.

Competency	Level	Competency	Level
<b>Client focus</b>	<b>2</b>	<b>Commercial focus</b>	<b>2</b>
<b>Innovation and initiative</b>	<b>2</b>	Integrity	1
<b>Interpersonal effectiveness</b>	<b>2</b>	<b>Passion, commitment and drive</b>	<b>2</b>
Planning and organisation	1	<b>Problem solving and judgement</b>	<b>2</b>
Resilience and flexibility	1	Self development	1
<b>Team working</b>	<b>2</b>	Managing and leading	
Written communication	1	<b>Technology orientation</b>	<b>2</b>

## Summary of main terms and conditions of employment

The terms and conditions of employment applying to the position are as follows:

### Salary

Commensurate with experience

### Benefits

- 25 days paid holiday, plus up to five days unpaid leave per annum
- Free individual private healthcare and dental cover
- Group personal pension scheme where The Myers-Briggs Company matches individual contributions between 3% and 5% (eligible to join after three months)
- Life assurance, paying four times salary
- Parking available on site
- Employee Assistance Programme
- Long Term Disability Insurance

### Notice period

The contractual notice period for staff in the above post is one month on either side during the first 12 months, increasing to two months thereafter.

### Probationary period

3 months

### Hours of work

Hours of work will be 37.5 per week, normally worked within the period 08:00 to 18:00 - start/finish times will be arranged on a rota basis and some flexibility will be required.

Date role profile updated: 23 October 2018