

## Job description

<b>Role title</b>	Customer Service Specialist (ASC)
<b>Reporting to</b>	Customer Service Team Leader (ASC)
<b>Role duration</b>	Permanent

### Purpose of the role

#### Responsibilities

- The role is focused on and around the support of reactive maintenance for equipment within hospital sites
- Acting as first point of escalation for all queries relating to the operational delivery of the Service Centre day-to-day activity
- Supporting the leadership of a team who own the customer journey, providing Customer Service Excellence to all Asterol clients
- Accountable for the delivery of contractual service level agreements surrounding reactive maintenance
- Ensuring contractual KPI agreements are captured for customer reporting within agreed targets

#### Key accountabilities

- To support the daily coordination of all tasks related to the service and daily provision of the Customer Service Centre
- Support the resourcing and forecasting of departmental rotas to ensure service provision windows are continually staffed
- Providing specialised and expert support to the delivery of the Reactive maintenance workflow for assigned customer contracts
- Motivating the Team to answer all calls promptly and appropriately, in line with contractual service level agreements
- Support the monthly performance reporting processes of the Service Centre and wider Operations Team where required
- Conduct regular reviews with site Service Managers of open work with a view to drive completion
- Inspire a customer centric working environment, ensuring the preservation of the Customer Service Centres professional and value added image for all customer contracts
- Support the delivery of team programmes that support the organisations business strategy and objectives
- Continuously review work processes and provide feedback on areas of improvement
- To support the supervision of the accurate input of data into the data base, updating information through to closure, delegating where necessary
- To support the supervision of all customer communications ensuring they are accurate and on-brand at all times

- Establishing and maintaining external relationships to assist with maintaining exceptional service delivery
- Support the implementation and maintenance of departmental processes, procedures and systems that ensure the effective delivery of all services.
- To provide cover and support to the Customer Service Team Leaders as and when required
- To demonstrate effectiveness by example and conduct yourself appropriately within Asterol standards, visions and values

### Capability profile

Skills	Essential	Desirable
Excellent telephone skills and ability to communicate effectively when dealing with internal and external clients of all levels	✓	
Intermediate IT skills to include Excel, Word and Outlook	✓	
Must be self motivated with a flexible can do attitude and ability to work under pressure	✓	
Attention to detail	✓	
Good timekeeping	✓	
Must be able to identify and implement change		✓
Good delegation skills		✓
Good inter-personal skills, must be able to work as part of a team as well as individually	✓	

Experience	Essential	Desirable
Experience in a call centre environment and working to meet SLAs	✓	
Come from a asset management background		✓
An understanding of medical equipment		✓

Languages	Essential	Desirable
English	✓	

### Mobility requirements

<b>Role location</b>	Theale Head office
<b>UK travel</b>	None

### Other

<b>CRB disclosure</b>	<b>Yes</b>	<b>No</b>
CRB disclosure required?"	√	

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