

Service Delivery Analyst - Jersey

Position details

POSITION TITLE:	Service Delivery Analyst- Jersey
BAND	CI-2
EFFECTIVE DATE:	ASAP
PURPOSE OF ROLE	To ensure that the highest level of customer services is provided to our customers through the "121" phone and email service.
LOCATION:	Head Office
NORMAL HOURS	37.5 hours per week in shift work between the hours Mon-Fri: 8am – 6pm Sat: 9am – 5:30pm
REPORTS TO:	Service Delivery Manager
KEY INTERNAL RELATIONSHIPS:	All departments, closely working with CSD
KEY EXTERNAL RELATIONSHIPS:	All customer base

Key result areas

- Answering all calls/ emails and queries from customers in a timely and professional manor
- Solving as many issues as possible within the first call/ email and within SLA
- Logging support requests with the relevant department for calls that can't be answered immediately
- Taking 'end to end' responsibility
- Out calling customers with offers or introductory service or for collection/ retention/ exposure
- Achieving excellent customer service results
- Resolving SR's
- Chase open SR's with other departments
- Escalate issue/ complaints
- Ensure accuracy of information given to the customers
- Ensure always up to date on tariffs, products and services
- Assist with any additional duties required within the CSD
- Assist with any additional requirements from Management

THIS JOB DESCRIPTION IS SUBJECT TO CHANGES AND MODIFICATION AS REQUIRED BY THE BUSINESS

Education & experience

- Excellent communication and customer service skills
- Experienced in dealing with the public and a pleasant telephone manner
- Computer literate
- Knowledge of mobile phone technology, terminology and billing an advantage
- Ability to communicate in a second language an advantage
- Full training will be provided
- **5 year residency or local qualification required**