**Job Description**

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| **Post Title** | Customer Success Administrator |
| **Salary** | £18,000 |
| **Hours** | Full time hours operate for 37.5 hpw between 8.30am and 5.00pm, Mondays to Fridays inclusive of an unpaid lunch break of an hour.  In addition, employees may be required to work such additional hours as may be necessary for the proper performance of their duties. |
| **Reporting Lines** | This post reports to the Customer Experience Manager |

**The role**

Educare Learning Limited considers this job description as a “snapshot” of the job and the tasks listed are not an exhaustive list. It aims to provide a clear guide at the time of writing of what is involved in the job. It will also be used to communicate expectations about performance and monitor effective performance.

Customer Success is absolutely vital to our long-term profitability. We will not be successful unless our customers are receiving the best value from our service. As such, we need a team of Customer Success Executives and Administrators to drive success for our customers. This role includes responsibilities for supporting the Customer Success Executives and Customer Success activities.

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| **The Organisation and our values:**  EduCare Learning Ltd is a leading provider of online learning for those people requiring essential safeguarding and duty of care training to help them meet regulatory compliance needs. With over 30 years of experience EduCare Learning Ltd works with leading experts, partners and customers to distil knowledge into high quality and affordable interactive learning services.  We are compliant to BSI ISO quality and Investors in People standards. |

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| **Main purpose of role:**   1. To undertake the administrative duties of the Customer Success Department to include dealing with customer correspondence, answering inbound telephone calls & chats, processing orders and the preparation of usage reports. 2. To provide administrative support to the Customer Success Executives in the management of a portfolio of customer accounts. 3. To assist in ensuring customer retention and satisfaction. |

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| **Key Responsibilities and Tasks:**  The role will be varied and cover a range of tasks. A selection of the key tasks involved are:   1. Administrative work (processing orders, answering chat, emails, database management and contract administration) within agreed departmental deadlines. 2. Provide technical support and assistance to customers throughout their contract life-time. 3. Represent EduCare to clients positively, offering calm, friendly, informed and professional support and guidance 4. Working with sales and the Customer Success Executives, perform periodic reviews to confirm continued customer satisfaction. 5. Maintain a positive and customer centric attitude, make sure return on customer (ROC) is the drive behind all interactions with the customer. Ensure the experience is personal and positive. 6. Follow organisational and departmental quality standards (including risk) and procedures. 7. This list is not exhaustive and you may be asked to complete other tasks from time to time by your line manager or other members of the management team. |

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| **Health & Safety**  The post holder must comply with Company’s health and safety policy and in particular is required:   * To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions * To cooperate with their line manager to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required * Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare * To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements. * This specific role is office based and will require the post holder to sit and use standard office VDU equipment for prolonged periods of time. |

**Person Specification**

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| **Qualification** | A level 2 qualification or  Relevant qualification/experience in business, sales, customer service. |
| **Experience and Knowledge** | 1+ year’s experience of working in and administration role ideally including customer support / increasing customer satisfaction.  Experience of working in online technology and / or a learning environment.  Experience with CRM systems.  Knowledge of Learning Management Systems beneficial but not essential.  Proficient in Microsoft Office software, particularly Word and Excel.  Understanding of digital tools, e.g. screen sharing, live chat, webinars, virtual classroom would be beneficial. |
| **Skills/Abilities** | Demonstrate the right attitude (customer first) and dedicated to provide exceptional customer service.  Strong communication skills (written, verbal, presentation), with the ability to explain technical subjects to non-technical end users.  Ability to work efficiently with a high level of accuracy.  Ability to manage individual workload and adhere to strict deadlines.  Tenacious, determined and persuasive approach to customer relationship building.  Ability to offer a positive, solutions focused attitude to internal and external customers  Strong team player but still a self-starter.  A positive attitude to want to help and serve customers: They win, so you win.  Good problem solving skills.  Ability to offer a positive solutions focused attitude to internal, and external, customers |
| **Circumstances** | Have a very positive work attitude including flexibility and willingness to work some longer hours during peak periods as required. |
| **Equality and Diversity** | Every employee is required to assist the Company meet its commitment to provide equal opportunities in employment and avoid unlawful discrimination. Post holders are accountable for carrying out all duties and responsibilities with due regard to the Company Anti-Harassment and Bullying and Dignity at Work policies. |

**Role Competencies**

These are skills, technical knowledge and personal attributes that enable successful people to perform well in their job. These competencies will be used to measure performance.

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| **Personal Responsibility/Cultural Fit** | **Positive Indicators** | **Negative Indications** |
| Takes personal responsibility for making things happen and achieving results that match the vison and values of the Company  Displays positive attitude, motivation, commitment, perseverance and conscientiousness.  Takes personal responsibility for own actions and for sorting out issues or problems that arise.  Is focused on achieving results to required standards and developing skills and knowledge.  Is inclusive and tolerant towards all employees and tasks. | Takes personal responsibility for own actions and uses initiative to take on tasks without having to be asked.  Shows enthusiasm about own role and takes pride in own work. Is conscientious in completing work on time even if it is routine.  Takes action to resolve problems and fulfil own responsibilities. Keeps promises and does not let colleagues down.  Follows things through to a satisfactory conclusion. Improves own job-related knowledge and keeps it up to date.  Communicates with all areas of the business actively engages in cross departmental meetings and share the workload. Considers how own personal behaviour impacts on other team members.  Thinks about own personal behaviours and modifies it around other team members. | Passes responsibility upwards inappropriately. Is not concerned about letting others down.  Puts in the minimum effort that is needed to get by. Shows a negative and disruptive attitude. Shows little energy or enthusiasm for work.  Will not deal with issues, just hopes that they will go away. Is unwilling to take on responsibility.  Makes little or no attempt to develop self or keep up to date. Fails to recognise own weaknesses and development needs.  Expresses a cynical attitude towards the business and their role and fellow employees. Dominates conversations and is not interested in alternative views and others opinions or helping others.  Does not think about how own personal behaviours impact on other team members. |

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| **Customer Focus Description** | **Positive Indicators** | **Negative Indications** |
| Focuses on the customer and provides a high-quality service that is tailored to meet their individual needs.  Understands the customers that are served and demonstrates an active commitment to customer service that reflects their needs and concerns.  Maintains a broad understanding of customer trends and identifies what effect they will have on the organisation.  Creates processes that make sure customers’ views and needs are clearly identified and responded to. | Focuses work plans, objectives and targets on meeting the needs of the customer.  Clearly identifies and acts on the views and needs of customers.  Keeps customers informed of progress in meeting their needs and dealing with their concerns.  Monitors the service delivery to make sure customers’ needs are continuing to be met. | Is not customer-focused and does not consider individual needs. And does not tell customers what is going on.  Presents an unprofessional image to customers, only seeing a situation from their own view, not from the customer’s view.  Shows little interest in the customer – only deals with their immediate problem. Does not make the most of opportunities to talk to customers and gain rapport  Does not respond or is slow to respond to customers’ requests. Failing to check that customers’ needs have been met. |

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| **Team Working Description** | **Positive Indicators** | **Negative Indications** |
| Develops strong working relationships inside and outside the team to achieve common goals.  Breaks down barriers between other teams across the business through involving others in discussions and decisions.  Works effectively as a team member and helps build relationships within it. | Understands own role in a team. Actively takes part in team tasks in the workplace. Is open and approachable. Makes time to get to know people.  Co-operates with and supports others. Offers to help other people. Asks for and accepts help when needed. Develops mutual trust and confidence in others. Acknowledges that there is often a need to be a member of more than one team.  Willingly takes on unpopular or routine tasks. Contributes to team objectives no matter what the direct personal benefit may be. | Does not volunteer to help other team members. Is only interested in taking part in high-profile and interesting activities. Takes credit for successes without recognising the contribution of others. Works to own agenda rather than contributing to team performance.  Allows small exclusive groups of people to develop. Plays one person off against another. Restricts and controls what information is shared. Does not let people say what they think. Does not discourage conflict within the organisation  Does not offer advice or get advice from others. Shows little interest in working jointly with other groups to meet the goals of everyone involved. |

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| **Declaration**  I have received a copy of this job description and undertake to carry out the duties as described.  Employee Signature ……………………………………………... Date ……………………….  Print name ………………………………………………………………………………... |