PROGRESSIVE BUILDING SOCIETY

Personnel Specification

JOB TITLE:	Customer Service Assistant (L1)
REPORTS TO:	Branch Management
JOB PURPOSE:	To provide excellent customer service to our Members including administration and support services.
ESSENTIAL CRITERIA	<u>QUALIFICATIONS</u> ▸ 6 GCSE passes (or equivalent) at Grade C or above, including English and Maths. <u>EXPERIENCE</u> ▸ At least 2 continuous years' work experience in a customer facing role. <u>SKILLS</u> ▸ Ability to provide high levels of customer service, showing excellent listening skills, communication skills and ability to build rapport with members. ▸ Good Microsoft office skills and the ability to multitask, allowing you to navigate different systems and process information while supporting our members. ▸ Demonstrates a 'willing to learn' attitude, takes on board feedback and displays a positive demeanour with an eagerness to help our members.
DESIRABLE CRITERIA	▸ A minimum of 12 months experience working within a bank or building society branch environment.

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ROLE SPECIFIC COMPETENCIES:	▸ Ability to provide high levels of customer service, showing excellent listening and communication skills and building rapport with customers. ▸ Ability to work within a fast paced environment using your own initiative and independently, as well as working cohesively with, and supporting other team members. ▸ Good organisation skills, with ability to prioritise your workload and meet deadlines ▸ Ability to gain and maintain a detailed knowledge of our products and services ▸ Good interpersonal skills with the ability to show patience and empathy with customers. ▸ Good Microsoft office skills and strong keyboard skills and the ability to multitask, allowing you to navigate different systems and process information while supporting our customers.
SOCIETY WIDE COMPETENCIES:	Job Performance ▸ Technical/Professional: Exhibits technical/professional knowledge and expertise and applies it appropriately in one's job. Self-motivated in seeking ways to expand and share knowledge. Accountability ▸ Has Integrity: Creates trust, belief and credibility through own ability and alignment to Society values. Acts with transparency, openness and honesty, displaying high standards of ethical conduct in doing the right thing. ▸ Takes Responsibility: Responsible for own actions, delivering on commitments to the highest standard. Produces work that is 'right first time' and to the expected standard. ▸ Decision Making & Problem Solving: Identifies problems, establishes causes and provides effective solutions; perseveres to overcome obstacles. Analyses & understands information without becoming lost in detail. Uses judgement, data and experience, involving relevant parties to make sound decisions and recommendations. Demonstrates critical thinking. Interpersonal Skills ▸ Teamwork & Collaboration: Encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works well with others to achieve goals. ▸ Communication & Influence: Imparts and exchanges information effectively across a range of mediums, listens to and consults others, adapting style as required. Makes

strong personal impression, persuading and negotiating with others to gain agreement and commitment in the best interests of customers and the Society.

- Relationship Building: Works effectively to build respectful relationships, collaborating and sharing knowledge. Inspires others with enthusiasm and positive attitude.

Leadership

- Leading & Motivating: Knows how to lead and motivate self and others. In leadership roles, provides others with a clear purpose and direction, offering guidance and support for their development. Ensures alignment of others to business needs.
- Builds High Performance: Work together in teams with a common interest to leverage collective skills, diverse perspectives, expertise and complementary strengths to accomplish challenging goals, with a hyper-focus on achieving clear, outstanding results.
- Plans and Organises: Organises and prioritises effectively whilst monitoring performance against deadlines. Devises and ensures implementation of plans for current and future needs.

Results Focus

- Passionate about Customers & Communities: Identifies and understands internal/external customer needs to ensure they receive the support they need, when needed, communications they understand and products and services that meet their needs and offer fair value. Enthusiastically supports local communities, charities and volunteering initiatives.
- Innovation: Creates and develops pioneering process, product and strategy solutions which contribute towards the overall improvement of Progressive. Uses creative thinking to develop new insights. Practices thought leadership.
- Embraces Change: Provides an appropriate response in the face of change, is personally adaptive and understands that agility is key to the long term needs of customers and the sustainability of the Society.
- Commercial Awareness: Actions and decisions show an appreciation of the commercial implications and key business drivers that relate to the long term success of Progressive.