



CLOTHES AID - JOB DESCRIPTION

Customer Service Helpline Operator

Location: London Call Centre

Hours: Helpline open Monday – Friday 9am - 5pm

Purpose of job

To work as part of a team in Clothes Aid's customer service and Helpline call centre. To efficiently and effectively handle all manner of enquiries through telephone calls, emails, letters and social media, all connected to Clothes Aid operations and the collection of donations of used clothing.

Directly responsible to: Business Manager

Functionally responsible to: Clothes Aid Management Team insofar as professional and work standards are concerned

Principal accountabilities and responsibilities

The post holder:

- Must at all times carry out her/his duties with due regard to Company policy and procedures
- Will undertake such duties that are consistent with the job purpose to deliver good customer service
- Handle all contact from the general public and other enquirers in a professional and courteous manner following suggested guidelines, FAQ answers or company scripts.
- Act as switchboard for main office telephone number, redirect calls and take messages as appropriate. Pass messages onto appropriate persons
- Input data from calls received into Clothes Aid database system, quickly and accurately
- Deal with complaints sent by email and post and other occasional communication
- Produce daily reports to send to network of collectors, franchisees and others based upon calls received
- To act as the contact for charity partners own customer support desk or Helpline

- Liaise with operations manager, franchisees and CCMs with regard to any complaints or issues
- Follow up complaints to ensure that they have been dealt with according to Clothes Aid complaints handling procedure and that the caller is satisfied. Ensure the contact has a resolution
- Occasional additional office duties may be allocated where reasonable.

Clothes Aid 07.03.2017