### \\bddac1bfp001\home$\ShamrinAfia\desktop\Positive-disabilities_web.gifJob Description Ref no: 14/12/029

|  |  |
| --- | --- |
|  | \\bddac1bfp001\home$\ShamrinAfia\desktop\Positive-disabilities_web.gif\\bddac1bfp001\home$\ShamrinAfia\desktop\Positive-disabilities_web.gif |

|  |  |
| --- | --- |
| Job Title | **Customer Service Executive** |
| Directorate or Region | Bangladesh | Department/Country | Customer Services |
| Location of post | Dhaka(Flexible in between Fuller road, Dhanmondi and Uttara) | Pay Band | J |
| Reports to | Customer Service Officer | Duration of job | Indefinite |
| ***Purpose of job:*** To deliver excellent Customer Service to internal and external customers in order to meet customer needs and enable the Council to meet its corporate objectives***Context and environment:*** The British Council is the UK’s organization for cultural and educational relations and has been operating in Bangladesh since 1952The British Council has offices in Fuller Road, Dhamondi, and Uttara in Dhaka and in Chittagong and Sylhet. All these offices have face-to-face customer service points and also work with a range of external partner organisations through which customers register for services or take part in programme activityCustomer services are key to the continued growth of the British Council in Bangladesh. The British Council works in the fields of examinations services, English language teaching and a wide range of programme activity in education, arts, climate change, youth and sport. Customer service is a key element for customers to have a positive experience from all these areas of activity.This post will be part of new integrated customer services team which will provide customer services from all three offices in Dhaka (Fuller road, Dhanmondi and Uttara) on a rotation basis. The new integrated customer services team consist of in total 23 staff members and this team will deliver customer services for all British Council departments and strategic business units. The post holder will be working closely with a group of Customer Services colleagues in a team & colleagues from other departments and offices on Customer Services projects and priorities. ***Accountabilities, responsibilities and main duties:*** * Directly accountable for successful completion of assigned tasks as a member of front line customer services team.
* To ensure that service level agreement with various teams are met and Frequently Asked Questions (FAQ’s), Information knowledge bank and response templates are maintained and up to date
* To be proactive in serving the customers by embracing the service philosophy as per the British Council Customer Management Framework (CMF)
* To handle all customer enquires as per the defined British Council standards and ensure that the interaction invokes trust and the enquirer feels inspired and finds it easy to do business with the British Council.
* Effective handling of first and second level customer complaints as per Customer Management Framework guidelines.
* To share customer feedback appropriately to the line manager or the designated complaint manager.
* To maintain high levels of positive interaction and information flow with and between various internal teams and to be proactive in developing the knowledge base.
* To convert the valid enquiries to sales and thus contribute to the growth of British Council
* To handle enquiries (face to face, postal, email, telephonic) relating to British Council services from clients by providing accurate and relevant information and counselling. To assist with registration periods and TC events. To provide basic information on other British Council services and direct customers to relevant department for detailed enquiries.
* To assist the Front of House Manager to input enrolments onto Registrar/Campus and waiting list databases. To prepare registers and student ID cards at the beginning of term and file old registers at the end of term. To send the Mid-term and End-term reports to sponsors by email. To maintain printing stationeries. To collect and collate customer satisfaction questionnaires.
* To collect payments of placement test, Teaching Centre course, exam and other fees for British Council events.
* To maintain regular communication with Fuller Road, Chittagong and Sylhet staff on new initiatives by attending relevant meetings and sending colleagues relevant information and promotional materials.
* Toregister or enrolcustomersfor the appropriate British Council service or activity including Examinations Services, Resource Centre, Teaching Centre, Programmes, British Council SIEM, etc. offering them proactive support to facilitate the process.
* To reconcile end of day revenue as per the prescribed financial process.
* To ensure promotional materials and notice boards in the customer service area are up-to-date and in good condition.

***Key Relationships:*** *(include internal and external)*Internal: * Head of Customer Services
* Customer Service Manager
* Customer Service Officers
* Department Heads and Staff Members across the entire office

External: * Customers & Enquirers who contact us through various channels to enquire about our services.
* Visitors, Stakeholders, High level contacts and delegates
* Services providers and vendors

***Other important features or requirements of the job:*** * The post holder will understand and make decisions which are affected by Equal Opportunity and Diversity (EO&D) legislation and policy. Additionally he/she will exploit opportunities brought by diversity and build them into all planning.
* The post holder will understand the importance of child protection and ensure polices and processes are in place to offer maximum protection of young people at all relevant events and venues and ensure compliance with BC Child Protection polices.
* The post holder will be required to work in shifts and will be required to take staggered offs. The post holder may be required to work on Fridays to support the operations.
* He/ She also will be required to work extended hours in case of a contingency or during registration weeks. The post holder may be required to travel occasionally for meetings/ trainings.
* Post holder will be required to work from different British Council office locations in Dhaka (Fuller road, Dhanmondi and Uttara) as per the rotation.
* The job holder will be required to work on all service points namely meet & greet point, Main CS desk and call centre.
 |
| Please specify any passport/visa and/or nationality requirement. | Bangladeshi passport holder or legally entitled to work in Bangladesh |
| Please indicate if any security or legal checks are required for this role. | ID, local/international police record check qualification and reference checks are required for external candidates. |

“The British Council believes that all children have potential and that every child matters - everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC, 1989”

###  Person Specification

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Essential**  | **Desirable**  | **Assessment stage** |
| Behaviours Please see [The Behaviours Dictionary](http://www.britishcouncil.org.bd/sites/britishcouncil.bd/files/bc_behaviours-35.pdf) for behaviour definitions and levels | **Making It Happen** (Essential)**Working Together** (Essential)**Connecting with Others** (Essential)**Creating Shared Purpose** (Essential)**Shaping the Future** (Essential)**Being Accountable** (Essential) |  | InterviewInterviewInterviewRequired for the role but not assessed during application stage |
| Skills and KnowledgeSee [Core skills](http://www.britishcouncil.org.bd/sites/britishcouncil.bd/files/core_skills.pdf)  for details | **Communicating and influencing** (Level 3)**Managing finance and resources** (Level 2)**Using technology** (Level 1)**Ability to serve the customers with empathy and care by using required soft skills**.**Language skills**:Excellent spoken and written in Bangla and English language skills.  |  | Short listing and Interview  |
| **Experience** |  | One year of experience of providing customer services in a reputed organisation. | Short listing and Interview |
| **Qualifications** | Graduate in any discipline |  | Short listing  |

|  |  |  |  |
| --- | --- | --- | --- |
| Submitted by | Recruitment Team | Date | November 2014  |