

Job Description

Ref no:

Job Title	Assistant Manager Customer Services (Call Centre)		
Directorate or Region	South Asia	Department/Country	Sri Lanka
Location of post	Colombo	Grade/Pay Band	Grade H/PB4
Reports to	Manager Customer Services	Duration of job	Two-year fixed term contract

Purpose of job:

To ensure the delivery of excellent Customer Service to all customers interested in all of the British Council's activities ((including English teaching, Examinations, Education UK, Library and cultural operations) in order to meet and exceed customers' expectations and enable the British Council to meet its corporate objectives.

Context and environment:

The purpose of the British Council is to create international opportunities for the people of the UK and other countries and build trust between them worldwide. We call this cultural relations.

At a country level, the British Council Sri Lanka is a vibrant operation delivering a high impact portfolio of projects such as Project English, International Climate Champions, and Connecting Classrooms. We have 24,000 members in our library which is the largest membership in the British Council global network and run two of the largest British Council Teaching Centre and Exams operations in the world. Customer Service is core to delivering and supporting our services.

We have an integrated call centre which responds to nearly 8,500 calls a month and an integrated customer service reception which handles over 3000 customers on an average month, in Colombo. We deliver range of services through these service counters. Kandy and Jaffna operation is also similar, though the volumes of enquiries are comparatively lesser than Colombo.

Accountabilities, responsibilities and main duties:

Quality improvements

- Quality monitoring and training of staff members in terms of welcoming customers to the British Council, providing accurate information, meeting British Council standards and maintaining efficiencies across all channels (mainly calls and emails) in order to meet the Global Mystery Shopping and Customer Effort Assessment standards
- Answers first and second level enquiries received in person, by mail, email or telephone on relevant aspects of the UK and the British Council's activities in a friendly and professional manner, invoking the principles of TIE in line with Customer Service standards
- Builds rapport with the prospect in order to find out the objectives, needs and requirements of the customer, and take their interest forward
- Is able to give accurate information to staff and customers on all services offered by the British Council, as Duty Manager
- All feedback and customer comments are passed on to the Customer Service Manager within one working day and recorded in writing

Registration – As duty manager

- Is able to register/reserve/waitlist students in appropriate classes and details are entered on Campus accurately, in a professional and friendly manner
- Handles cash desk in Campus and handle cash received from course/ placement test/ examination registrations and other products/services when on duty at counters
- Registers Exams candidates / Library members in a professional and friendly manner
- Cross-sell relevant British Council services and products where appropriate
- Issue receipts for every income received
- Work extra hours during registration period

Income reconciliation

- All non-teaching centre income is parked accurately in FABS system
- Is able to close cash desk which is balanced with actual received income accurately
- Responsible for accepting balanced income from CSOs at the time of cash desk closure (Cash/Card/Cheque/DBT) and daily revenue transferred sheet to be supervised by the end of the day
- Generate required reports for cash balancing by the end of the day
- Responsible for balancing revenue received for Teaching Centre, Examinations centre and Library
- Ensure that all income collected is locked-up in the safe by the end of the day
- Bank Teaching Centre and Examinations Centre revenue the following banking day
- Provides a memo or report required when unbalanced income clearing happens
- Accurately maintain reconciliation documentation of Teaching Centre and Examination Centre

Maintaining accurate customer databases /reports, and projects

- Ensure all monitoring and reporting systems show that Customer Service meets Corporate Customer Service standards (Customer Management Framework, Mystery Shopping)
- Ensure all databases and records, and information files (eg. Fast Track) are kept up-to-date in line with requirements outlined by Customer Services Manager.
- Ensure registration, receipting and financial systems (Receipt Manager, Campus, Koha, and FABS) are being used effectively and smoothly, and in line with British Council financial procedures.
- Staff carry out specific projects and responsibilities (eg. product leadership or information management) in line with objectives.

The Integrated Customer Service Team

- Line-management of up to 6 team members in line with British Council HR policies
- Responsible for staff rosters
- Responsible for liaising with the Teaching Centre/ Examination Centre/ Library on maintaining stock of relevant documents/ brochures / information
- Implement effective knowledge management, and Learning and Development plans to meet the developmental needs of the team and the business requirements of the British Council Sri Lanka
- Ensure all staff, including ad-hoc helpers and are adequately trained and updated to deliver excellent customer service

Key relationships:

- External customers
- All internal teams, covering all British Council activity and functions in Sri Lanka

Other important features or requirements of the job

Customer service in Colombo operates on a seven-day week until 8pm. The post holder will be asked to work a five day week (with 2 consecutive days off) for a total of 37.5 hours per week. The post holder may also be required to work extra hours depending on the urgency of a task and during busy periods.

Please specify any passport/visa and/or nationality requirement.	Sri Lankan citizen or in possession of a valid work visa to work in SL
Please indicate if any security or legal checks are required for this role.	Child Protection agenda, the post-holder may be required to obtain a Police Report.

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<ul style="list-style-type: none"> ➤ Making it happen (Level - More demanding) ➤ Being accountable (Level - Essential) ➤ Connecting with others (Level - Essential) ➤ Creating shared purpose (Level - Essential) ➤ Shaping the future (Level - Essential) ➤ Working together (Level - Essential) 		The first 3 are used at interview. All are evaluated as part of Performance Evaluation
Skills and Knowledge	Communicating and Influencing Skills (Level 2) Analysing data and problems (Level 2)	Managing Finance and Resources (Level 1)	Interview + written test in English Shortlisting and interview
Experience	One year's experience with good track record in customer services and call centre	Experience in line management	Short listing and interview
Qualifications	GCE A level or equivalent	Education to tertiary level ICS awards	Short listing and interview
Language proficiency	English written and spoken Sinhala / Tamil, written and spoken		Interview
Submitted by	Manager Customer Services	Date	15 October 2015
Post holder		Signature & Date	