**Senior Customer Service Advisor**

**Overview- Previous Situation**

Over recent times the customer service team has had a varying number of Senior customer service Advisors within the team to help the customer service team leader with elements such as :

* More complex cases
* Shadowing and training of new employees
* Support with escalations
* Support with meeting SLAs
* Case load management

Current SLAs:

* Emails logged within 24 hours (currently live)
* Average time to close cases under 2.5 days
* All missed service cases to be confirmed as recovered before closing
* All cases to be updated with notes every 48 hours max
* Structured escalation process for key case types/ trigger words (Fines, Environment agency, Multiple missed service)

In order to help meet these SLAs it has been identified that we need to ensure that there is a strong flow of communication upwards from customer service advisors regarding their cases and any support that may be needed. We also want to ensure a dedicated amount of time is spent on improving the ability and knowledge of our customer service advisors.

With the above targets in mind we have developed a more structured working pattern that would both help the customer service team leader in meeting our SLAs and provide opportunities for Senior Advisors to improve their skills and develop themselves into future leaders of the organisation.

**Senior Customer Service Advisor Job Role**

**The Senior CSA’s main responsibilities are**:

* Support the other sub team members and team leader with sub team case workload
  + Review case workloads with sub team members with a particular focus on any case that is more than 5 days old
  + Prompt sub team users to update cases where outside of SLA
  + Be first contact to sub team members for advice on how to proceed with a certain case to ensure a consistent approach to how cases are handled (support or escalate where required)
* Escalate cases to team leader cases where required and highlight where extra admin time or support for subteam member may be needed for Team Leader to manage appropriately
* Take an active part in daily supplier/customer service meeting to ensure escalated cases are highlighted and provide support where required to resolve
* Be the lead case handler for any of the following situations
  + Failed recovery service
  + Environment Agency Involvement
  + Pest Activity Cases
  + Insurance Claims
* Support on following case types (where required)
  + Customer threating charges
  + 2+ Wasted journeys
  + Fines
  + Lost/Stolen Bins
  + Adhoc site clearances
* Provide phone support and other support to team leader where required.

**What we are looking for in a Senior CSA**

* **Lead by example**
  + Behaviours in the office
  + Behaviour with customers and others
  + Punctual and engaged at all times
* **Driven and Organised**
  + Comfortable looking at data
  + Looking to push team forward in a positive way
  + Ability to handle multiple workflows at the same time.
* **Calm**
  + Ability to think logically and defuse tension and emotion from situation
* **Strong Communication**
  + Ability to be clear and concise with team members, customers and suppliers
  + Comfortable dealing with escalations with both customers and suppliers
  + Ability to challenge unacceptable behaviours in a constructive manner.
* **Positive and resilient**
  + Determined to resolve issues
  + Team player
  + Focus on actions rather than emotions
  + Proactive and always looking to improve.
  + Fix the issue not the problem

They must also back these traits up by being able to prove that they have sufficient product knowledge through providing examples of dealing and resolving a variety of cases.