

<b>Job Title:</b>	Customer Services Apprentice	<b>Salary:</b>	N/A
<b>Department:</b>		<b>Location:</b>	
<b>Reports to:</b>		<b>Direct Reports:</b>	N/A

### Summary and Main Purpose:

Being the first point of contact for service users, their family and health providers, ensure that the right product, in the right condition is delivered and installed to the client in an appropriate and caring manner within the specified time frame to the agreed specification and to the agreed performance, qualitative and financial targets. Enhancing customer experience by use of diplomacy and tact in difficult situations

### Key Duties:

- Achieve Apprenticeship programme.
- Managing inbound and outbound calls, leasing with service users, their families and prescribers - within Medequip agreed KPIs.
- Booking all delivery rounds in advance for Technicians and Service Engineers, utilising the software appropriately
- Ensuring all client and delivery details are correct and up to date, adding notes to the system where necessary.
- Ensuring emergency jobs are actioned within the agreed KPI by relaying the requirements to the technicians and warehouse.
- Ensuring all steps are taken to contact the client, and leasing with the prescriber, putting order on review, when contact is not achieved.
- Answering emails and complaints within Medequip agreed timeframes.
- Liaising between health professional and service users
- Ensure Technician's mix of work is acceptable, assessing the workload.
- Managing reception and facilitating retail sales

This is not an exhaustive list of duties and the post holder may be required to undertake other reasonable duties, to meet the needs of the business.

### Terms and Conditions

Holiday	21 days + bank holidays increasing by one day per year to 25 after 4 years' service.
Working Hours	37.5 hrs / week with locally agreed time for lunch daily <i>[state days/hours if different]</i>
DBS	You will be required to complete a DBS check; this will be refreshed every 2 years.
Personal Development / Training	To attend an annual appraisal with your Line Manager and to agree and take ownership of your training and development needs. Attend company training courses and operational meetings as requested.
Equal Opportunities	Medequip is an Equal Opportunities Employer.
Information Governance	Ensure you adhere to the EU General Data Protection Regulation 2018 and compliance to company policy for the information security and protection of personal and sensitive data

**CONFIDENTIAL USE ONLY**

Key Requirements / Person Specification			
Attributes	Essential	Desirable	Method of Assessment
<b>Education</b>			
GCSE standard including Maths and English, minimum C grade / or equivalent	✓		<ul style="list-style-type: none"> <li>• Application</li> <li>• Interview</li> </ul>
<b>Relevant Experience</b>			
Minimum of 1 year in a Public, Healthcare or service-based industry role		✓	<ul style="list-style-type: none"> <li>• Application</li> <li>• Interview</li> </ul>
Customer Services experience / call centre	✓		<ul style="list-style-type: none"> <li>• Application</li> </ul>
<b>Skills and special aptitudes</b>			
Smart, clean appearance and polite manner	✓		<ul style="list-style-type: none"> <li>• Interview</li> </ul>
Full driving licence		✓	<ul style="list-style-type: none"> <li>• Application</li> <li>• Interview</li> <li>• License check</li> </ul>
Able to show empathy, patience and remain calm, adopt a positive attitude to difficult situations and working under pressure	✓		<ul style="list-style-type: none"> <li>• Interview</li> </ul>
Ability to type talk	✓		<ul style="list-style-type: none"> <li>• Interview</li> </ul>
Ability to communicate effectively with customers regardless of cultural, language background, age, health or personal circumstances (bereavement) with patience and dignity	✓		<ul style="list-style-type: none"> <li>• Interview</li> </ul>
Excellent verbal and customer service skills	✓		<ul style="list-style-type: none"> <li>• Interview</li> </ul>
IT literate and comfortable using IT	✓		<ul style="list-style-type: none"> <li>• Interview</li> </ul>
Being organised and able to follow agreed processes	✓		<ul style="list-style-type: none"> <li>• Interview</li> </ul>
Ability to manage own workload and work unsupervised	✓		<ul style="list-style-type: none"> <li>• Interview</li> </ul>
Flexibility		✓	<ul style="list-style-type: none"> <li>• Interview</li> </ul>

**CONFIDENTIAL USE ONLY**



**Job Description:  
Customer Service Apprenticeship**

**I agree that I have been fully briefed on my job role and that my job description has been explained.**

Employee's Signature:

Employee's Name:

Date:

Managers Signature:

Managers Name:

Date:

**CONFIDENTIAL USE ONLY**