

job title:

consumer consultant level A and B

reports to:

team manager

location:

South Quay Plaza, London E14

job purpose:

To provide high quality front line service to customers to help them resolve financial disputes, in line with the Financial Ombudsman's aims and values.

main tasks and accountabilities:

- to use knowledge and skills and other available resources to ensure the best quality service to our customers
a high quality service to our customers
- to handle telephone and written enquiries within agreed standards, to achieve the financial ombudsman service business aim of helping customers resolve complaints fairly and promptly
- to make a positive contribution to the overall performance of the division
- to take responsibility for developing your skills and knowledge to ensure you are providing the best possible customer service
- to use knowledge, skills and other available resources to ensure you are providing the best possible customer service
- to maintain open communication with managers and peer groups to ensure engagement with organisational changes and developments and your ideas are heard
- to make an input to the divisions service standards
- to look for opportunities for early termination of disputes, within agreed levels of authority
- to act as escalation point for more complex enquiries and to coach colleagues within own areas of expertise
- to provide guidance on financial ombudsman service procedures and determine if other sources of assistance are available
- to maintain financial ombudsman service quality standards in terms of personal administration

- to liaise with customers, firms and other outside bodies to obtain additional information or documentation, or to facilitate early resolution of complaints and maintain accurate records of action taken in accordance with procedures
- to refer to senior consumer consultants or other specialists, for advice when appropriate
- any other duties as may be reasonably allocated from time to time

candidate profile

knowledge and qualifications:

- competent in the use of the case-handling system
- basic knowledge of Microsoft Office
- knowledge of financial services, general insurance or banking products

experience:

- proven experience of working in a customer contact role (ie telephone or face to face)
- experience of working in large volume telephone or back office customer service environments

personal qualities:

- positive outlook
- team player who engages with others and the organisations aims and values
- excellent customer service skills
- ability to work under pressure in a fast-moving environment
- good organisational skills
- strong communication and interpersonal skills
- good problem solving capacity
- ability to use initiative to make customer-focused decisions
- ability to work well in a team environment
- commitment to quality

competencies:

- adaptability – level 1
- customer focus and quality – level 2
- results focus - level 1
- building relationships - level 2
- professional expertise – level 1