Job Title Customer Service Advisor

Salary Grade 3 (£24,300)

Location SCVO staff are currently working from home. When our offices reopen, this post could be based from Edinburgh, Glasgow or Inverness

1. Introduction and background

SCVO believes the voluntary sector is vital to Scotland’s economy and society. We support the sector to achieve its ambitions through delivering services, giving the sector a voice at a national level and promoting and supporting innovation and improvement. Our purpose, therefore, is to support, promote and develop a confident, sustainable voluntary sector in Scotland.

Our values are the foundation of how we act individually and collectively as SCVO staff members. We are:

* Accountable and committed
* Responsive
* Supportive
* Progressive
* Bold

Equality, diversity, and inclusion at SCVO

SCVO wishes to increase the diversity of its staff and welcomes applicants from all communities, particularly from people with disabilities and people from black and minority ethnic communities, currently under-represented within SCVO. SCVO offices are currently closed, when open they are fully accessible.

SCVO offers flexible working from day 1 of employment, including part-time working or job sharing as well as other flexible working options. If you would like a copy of SCVO’s equality, diversity and inclusion policy, please contact hr@scvo.org.uk or 0131 474 8004.

1. Job purpose

The Scottish Council for Voluntary Organisations (SCVO) is the national membership organisation for the voluntary sector.

The Customer Service Advisor will play a crucial role in enhancing our engagement with SCVO members and customers. They will act as an ambassador for SCVO, ensuring people have a positive experience whenever they interact with us.

You'll be answering phone calls and emails to help existing and potential customers get the services that are right for them, from renting office space to IT or payroll services to joining SCVO as a member. You may also be helping to answer questions and troubleshoot problems for projects we support with funding, including those giving laptops and tablets to vulnerable people through Connecting Scotland.

We’re looking for a people person with a warm and welcoming communications style. You will be patient, empathetic and accommodating in your approach, and your excellent customer service skills will translate into high levels of member and customer satisfaction.

1. Person specification

The candidate will be expected to demonstrate the following range of skills and experience on a regular basis:

**Essential skills, experience and knowledge**

* 1 to 2 years’ experience working in a similar customer service advisor role
* Strong communication skills – engaging and personable in person, on the phone and in writing
* Outstanding customer service skills – excellent listener, skilled at identifying customer needs and offering suitable solutions in a supportive way, able to build rapport and relationships, manage expectations and to stay calm under pressure
* Experience of using CRM systems to capture and report on customer data
* Ability to work autonomously and solve problems
* Excellent personal management and administration skills
* Strong values, aligned with SCVO’s

Essential behaviours

* Values that align with SCVO and the voluntary sector
* A positive ‘customer first’ attitude and approach to working
* A collaborative team player
* Resilient
* Inquisitive
* Empathetic
* Positive, engaging, and friendly
* Cares about the reputation of SCVO and strives to maintain high standards

**Desirable**

* Experience of using Salesforce
* Experience of working in or an understanding of the Scottish voluntary sector.

1. Key accountabilities

Deliver excellent customer service:

* Answering phone calls and emails to help existing and potential customers get the services that are right for them
* Where possible, answering and closing customer enquiries at the initial point of contact
* Escalating more complex or sensitive enquiries when required
* Using the caseload management system to triage member and customer enquiries to ensure they are allocated to and dealt with by the most appropriate person, monitoring enquiries to completion
* Answering questions and troubleshooting problems for projects we support with funding, including those giving laptops and tablets to vulnerable people through Connecting Scotland
* Acting as an ambassador for SCVO and role model excellent customer service delivery internally and externally
* Maintaining an up-to-date knowledge of all service offerings
* Working as part of a team to ensure our members and customers receive a high-quality customer experience
* Providing a personal service to our customers and members.

Capture data and highlight insights:

* Use SCVO’s CRM system, Salesforce, to record member/customer profile information, manage enquiries to completion

1. Other duties

Any other general duties as may be required by the line manager.

1. Location and accountability

SCVO staff are currently working from home. When our offices reopen, this post could be based from Edinburgh, Glasgow or Inverness. The post holder will report to Ryan Donaghy, Business Development Manager.

1. Further Information

Informal discussion of this position is welcome. Potential candidates looking for further information should contact hr@scvo.scot

1. To apply

Please e-mail your application to [recruitment@scvo.scot](mailto:recruitment@scvo.scot) by 12 noon on the closing date.

Closing date: Monday 27th September 2021 (by 12 noon)

Interviews: 5th and 7th October 2021 (by Zoom)

9 Major terms and conditions

A full package of Terms and Conditions is available. Key features include:

Salary: SCVO Grade 3 (£24,300 to £27,000)

Appointments are made on the 1st increment

Annual leave: 28 days plus 6 public holidays (prorata)

Pension: SCVO offers a Defined Contribution Pension Scheme   
to its staff. Employee contributions are 6% or 3%, SCVO contributes 9% or 4.5%. A salary exchange option is available.

Probationary period: 6 months

Hours: 35 hours per week

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