



ALLPAY LIMITED

JOB DESCRIPTION

Owner	HR Manager	Date Created	28/01/2010 14:48:00
Classification Level	Restricted	Template Version	General Form v1.4

1. JOB IDENTIFICATION

Job Title: Client Services Support Advisor

Responsible to: Client Services Team Leader

Department(s): Client Services

2. JOB PURPOSE

To provide customer service and product support to all clients and their customers ensuring a high level of first time resolution and customer satisfaction, whilst ensuring that all interactions are accurately logged onto our CRM.

To proactively follow up on client and customer contacts via telephone and or email as and when required.

3. DIMENSIONS

Supporting approximately 850 bill payment clients and around 60 prepaid client clients, across 12 different products and 5 bespoke portals (Carta Prepaid, Webconnect, Callpay, allpay Direct Debit portal and the PPS)

Adherence to all the required regulatory standards, including but not limited to FCA, DPA and PCI as well as following allpay's inhouse policies and procedures.

4. ROLE OF DEPARTMENT

The Contact Centre is the first point of contact for all clients and their customers, post go live and has the responsibility of ensuring high levels of satisfaction by taking ownership of all client queries and providing problem resolutions in a quick and courteous manner.

The department logs and gathers information on customer and client interactions to provide insight and information to other parts of the business assisting with marketing campaigns and product development.



5. KEY RESULT AREAS

To take responsibility for resolving any general queries or completing actions arising from customer enquiries by telephone or email, maintaining ownership even if the resolution is delivered by either another department or third party supplier.

To record and maintain an electronic record of customer details and their individual service requests on the Customer Relationship Management system; Salesforce.

Take telephone credit and debit card payments on behalf of allpay's bill payment clients from the calls that drop out of payment IVR telephone service.

To make proactive outbound calls on behalf of the company to clients and or their customers.

Report, log and communicate any instances of system faults reported by allpay clients to the allpay service desk by gathering sufficient information for further investigation.

Identify, log and maintain ownership of any complaints registered to you either by our clients or their customers until resolution. Ensure complaints received are escalated and update salesforce with any actions suggestions recommendations/improvements raising CAR's where necessary.

Identify and recommend amendments to departmental procedures in addition to creating and documenting new ones as required.

Resolve any Paypoint or Post Offices queries clients may have liaising with internal departments or Post Office and Paypoint when required.

Use the allpay Passport application to identify the number of permitted users and sessions allowable under their contract

Assist Clients in resetting passwords on Callpay and Portal using the allpay Passport application

Assist clients in downloading files and unlocking accounts in webconnect

Fulfilment of bill payment clients card re orders, assisting with any amendments to design ensuring the relevant internal departments are made aware.

Assist Clients in the setup of totalconnect and any queries pertaining that product in order that clients can retrieve their payments files.

Follow internal processes in order to terminate client services and or client schemes as and when required in a timely manner, ensure all relevant departments are informed.

Log and return any cards returned cards received from Royal Mail to clients.

Investigate any refund requests escalating any suspicious activity to the bank whilst processing all others on behalf of the customer through Callpay as and when required.

Support clients and their customers with upgrades and or any changes to allpay's mobile, internet payments and branded gateway products

Monitor Fraud alert emails investigate and escalate where necessary.



Handle any Pre-Paid contacts from our PPS client base accordingly, chargeback queries and client's login resets.

Contact Prepaid clients as and when required to ensure they are following programme parameters

Work with the internal Prepaid team to escalate client issues including funding and payments issues involving Raphael's or Carta

Manage any faults or issues to resolution that arise from the Carta Prepaid platform, reporting the faults to Carta as well as working with internal teams.

Check peps and sanctions match on behalf of Carta Prepaid clients to ensure new accounts can be set up.

Support Clients and their customers in using the Carta Pre-Paid Portal, where necessary assist clients and customers with making and taking payments, balance queries, producing reports, re setting of passwords, unblock pins, set up new payment recipients, cancel accounts.

"The post-holder will be required to undertake such tasks as may be reasonably expected within the scope and grading of the post".

6. ADDITIONAL KEY DUTIES

Attend training courses as and when required these include: customer service refresher courses including telephone techniques and email elements, regulatory and product related courses.

Attend Meetings as and when required representing the Client Services Teams.



7. KNOWLEDGE, TRAINING, EXPERIENCE & SKILLS REQUIRED TO DO THE JOB

Educated to GCSE standard or equivalent

Understanding of risks associated with operating within a regulatory environment

Evidence of delivering a first-class customer service striving to ensure successful resolution of client and their customer's issues.

An excellent telephone manner with excellent communication skills both written and verbally

Ability to deal with vulnerable and diverse customer base by showing empathy and understanding.

An excellent problem solver

Ability to multitask and work well under pressure

Excellent attention to detail and the ability to maintain accurate records

Ability to handle confidential matters sensitively

Takes pride in own work and that of colleagues, always act in a respectful, friendly and courteous manner.

A willingness to adapt, learn and promote their ideas

Working knowledge of Outlook, Excel and Word

Good team player with the ability to work without close supervision

Flexible and adaptable to a changing working environment

8. JOB DESCRIPTION AGREEMENT

We confirm that this conveys a full and accurate description of the job as at 15th May 2018

Job Holder's Signature:

Date:

Manager of Department Signature:

Date:

Director of Department Signature:

Date: