

## **CUSTOMER SERVICES EXECUTIVE**

**Title:** Customer Services Executive

**Reporting to:** Call Centre Team Leader

### **KEY RESPONSIBILITIES**

#### **OUTBOUND CALLS**

- Make outbound calls to Chancellors registered applicants and clients
- Make outbound calls to new applicants who make contact with Chancellors via various Internet portals
- Make return calls to people who make enquiries via Chancellors websites - Market Appraisal (MA) request, "Call Me", or who email a general enquiry
- Call clients who have left a message with our call answering service and book in Market Appraisals

#### **INBOUND CALLS**

- Take inbound calls from applicants and clients who call the main number on our website, look to convert into Market Appraisals or other services
- Take inbound calls from branch staff to assist with booking Market Appraisals and placing Home Sale Network referrals.

#### **OFFER SERVICES**

On both outbound and inbound calls, offer the full range of Chancellors services, including but not limited to:

- Sales or Letting Market Appraisal where property is covered by a branch
- Sales or Lettings Home Sale network referral where the property is not covered by a branch
- Financial Services Appointment
- Conveyancing referrals

#### **ADMINISTRATION**

- Book Market Appraisal into branch diaries as and when booked
- Keep records on Excel of referrals made (e.g. MA Booked) and thereafter of referrals updated (e.g. MA Done)
- Produce monthly commission claims based on completed actions (MA Done, Conveyancing instructed etc.)
- Progression of Home Sale Network (HSN) referrals sent through to completion
- Other administration tasks as directed by the Team Leader or Call Centre Manager

#### **CLIENT & BRANCH RELATIONSHIPS**

- Develop and builds strong relationships with Branch staff