

Customer Service Specialist

Level 3

Duration:
15 Months

Example job
Roles:
Customer Service
Advisor
Client Services
Customer
Relations

SME
Contribution:
£200

Occupational Role Profile

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within their organisation. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues.

Delivery

The training is delivered using a blended approach with a mix of on site training and online sessions. Individuals work at their own pace with support from their trainer. Progress reviews are carried on a regular basis to ensure sufficient transparent progress is being made.

Core Knowledge & Skills: Core Behaviours:

Understand customer journeys and their end-to-end experience,
Understanding internal and external customers,
Understanding what drives loyalty, satisfaction and retention,
Providing solutions for advanced customer requirements,
Advanced questioning and negotiation techniques,
Cost conscious mindset when dealing with customer requests

Commits to take ownership of customer requests,
Makes realistic promises and delivers,
Demonstrates brand advocacy,
Exercises proactivity when dealing with customer requests

End Point Assessment

Upon successful completion of the training, the apprentice completes an independent assessment process carried out by a third party.

Benefits of the Programme

Having completed the programme, learners will develop confidence to deal with more complex customer requirements, enabling their branch to run more efficiently.

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service.