

## JOB DESCRIPTION

### 1. JOB DETAILS

**Job Title:** Customer Support Agent

**Reports to:** Customer Service Manager

**Department:** Customer Service

**Location:** Athlone

### 2. JOB PURPOSE

To be responsible for an essential service to customers, relatives, carers and healthcare professionals. To be the first point of contact for receiving and dealing with a variety of calls ranging from enquiries from the public, customer/carer requests, notifications of death, prescription requests, servicing of equipment and faults/breakdowns.

### 3. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Please refer to the Person Specification.

### 4. PRIMARY DUTIES & AREAS OF RESPONSIBILITY

- i) To deal with all enquiries from customers/carers in an empathetic and effective manner within company agreed timescales
- ii) To respond in a timely manner to customer prescriptions including prescription confirmation
- iii) To process prescription and liaise closely with prescribers and to respond to their needs
- iv) To process Patient Information Sheets in a timely manner.
- v) To manage the prescribers line and deal with any queries in a timely manner
- vi) To work closely with the Customer Support Specialists as and when required
- vii) To take replenishment orders from customers and attempt to solve any equipment related issues over the telephone
- viii) To ensure that all enquiries are completed according to departmental procedures and within set quality standards
- ix) To liaise closely with other departments by e-mail and telephone, giving accurate information at all times
- x) To work to organisational and departmental targets as specified
- xi) To provide support to other areas of the Customer Service department when required
- xii) Ad Hoc duties as required by line management


### 5. DEVELOPMENT

- i) It is expected that all Customer Service Agents will be multi-skilled across all aspects of the Customer Service Department.
- ii) The post holder will be provided with the appropriate training, coaching and support in each role to ensure they understand the task in hand.

## 6. COMMUNICATION & WORKING RELATIONSHIPS

Customers, their relatives and carers  
 Clinicians and other Health Care Professionals  
 Management Team  
 Finance Department  
 Warehouse Department

## 7. BEHAVIOURAL COMPETENCIES

 <small>Leading with Innovation &amp; Vision</small>	<b>Leading with Innovation and Vision</b> <ul style="list-style-type: none"> <li>• Aligns work with Company strategy and direction</li> <li>• Innovates in a way which adds value to the business</li> </ul>
 <small>Taking Personal Accountability</small>	<b>Taking Personal Accountability</b> <ul style="list-style-type: none"> <li>• Shows initiative and takes accountability for achieving business outcomes</li> </ul>
 <small>Analytical Thinking &amp; Problem Solving</small>	<b>Analytical Thinking &amp; Problem Solving</b> <ul style="list-style-type: none"> <li>• Seeks information through investigation and research</li> <li>• Solves problems and shows judgment in decision-making</li> </ul>
 <small>Contributing to Team Performance</small>	<b>Contributing to Team Performance</b> <ul style="list-style-type: none"> <li>• Aligns goals and objectives at the individual, team and department/region level to monitor progress and drive performance</li> </ul>
 <small>Collaboration with Others</small>	<b>Collaboration with Others</b> <ul style="list-style-type: none"> <li>• Collaborates and builds alignment with others to meet business goals and objectives</li> </ul>
 <small>Personal Effectiveness</small>	<b>Personal Effectiveness</b> <ul style="list-style-type: none"> <li>• Is responsible and professional in their approach</li> <li>• Demonstrates the Core Values and is committed to life-long learning and development of their capabilities</li> </ul>

The specifications and duties of the role are not confined to those listed above.

## PERSON SPECIFICATION

**Post Title:** Customer Service Agent

**Department:** Customer service

**E or D indicates whether a selection criterion is 'Essential' to the job role or 'Desirable'.**

**A indicates on application; I indicate at Interview**

**As a minimum a candidate must meet the essential criteria for the post to be recruited**

Qualifications	How Identified	E/D
5 passes in Leaving Certificate including English language and Maths or significant relevant work experience	A/I	D
Minimum of 1 years' experience in office-based customer service roles	A	D

Experience	How Identified	E/D
Experience of working in a customer service environment	A/I	E
Experience of working in a medical industry	A/I	D
Experience of working vulnerable adult/children	A/I	D

Skills & Knowledge (Includes; Analytical & judgemental Skills, Communication & Relationship Skills, Physical Skills)	How Identified	E/D
Ability to work effectively within a team as well as independently	A/I	E
Excellent IT skills with the ability to record data accurately	A/I	E
Excellent written, verbal and numerical communication skills	A/I	E
Excellent customer service skills with the ability to show empathy	A/I	E

Behaviours	How Identified	E/D
Demonstrates drive, commitment and a desire to learn and progress	A/I	E
Passionate, entrepreneurial and fearless	A/I	E
Positive mental attitude	A/I	E

Other Requirements (Includes; Working Conditions)	How Identified	E/D
Demonstrate a flexible attitude to work and shift changes	A/I	E

*All staff are required to comply with company policy as detailed in the T&C's of employment and other policy documents. Employees should be aware of and operate in accordance with any confidentiality, information security or acceptable use requirements that may from time to time be notified. Please refer to the policy section of the employee handbook.*