

Job Title	Customer Services and Sales Agent		
Directorate or Region	Americas	Department/Country	Mexico
Location of post	Mexico City	Pay Band	J
Reports to	Customer Services & Sales Manager	Duration of job	One year with the possibility of renewal

Purpose of job:

To deliver exceptional service throughout the customer journey to maximise the effective delivery and sale of British Council products and services to existing and potential Teaching Centre, Exams and Education Services customers in line with the Customer Management Framework.

To provide finance and administrative support to the Customer Services Manager

Context and environment:

The British Council in Mexico is the UK's official government grant funded non-for-profit organisation. Mexico is an important commercial, cultural and educational partner for the UK and we are seeking to increase the impact of our work here. In Mexico, the British Council works mainly in English and Exams, Education and Arts. The Customer Services team are the first point of contact for students, candidates, visitors and general public, face to face, by telephone and through online options. They handle enquiries face-to-face, by e-mail, telephone, and social media. They carry out placement testing and student consultations register and re-register students for the Teaching Centre as well as registering candidates for Exams and dealing with exams enquiries. Teaching Centre and Exams customers represent 90% of interactions for the front line team.

As much as possible, all enquires and interactions with customers will be handled by an empowered customer services team that acts as a perceived single point of contact to deliver a more creative, effective, faster response.

The team will be responsible for taking enquiries through the sales funnel into a registration for a teaching centre course and / or exam, providing exceptional resolution to customer complaints, providing analysis to academic and marketing managers as well as Heads of Teaching and Exams businesses. As one of the key points of contact with all of our customers, the team will provide valuable insights and understanding into our customer behaviour in order to constantly inform and improve our processes and products.

Accountabilities, responsibilities and main duties:

duties must be done in line with Child Protection, EDI and green policies and any other relevant corporate policy

Main Duties

- **Customer Services:** To deal with all first and second level enquiries regarding Teaching Centre Courses, Examinations, Resource Centre and level 1 enquiries for ELT Placement, and Strategic Business Units (The Arts, Education & Society, ELT) through a range of different channels (face to face, telephone, email, webchat etc., 90% of interactions concern Teaching Centre or Exams. To register and receive payment from candidates for Examinations and students for the Teaching Centre according to corporate and local policies, procedures and standards
- **Converting Enquiries into Sales.** This role is a principal point of interaction with prospective

Teaching Centre students and therefore plays a critical role in moving these enquiries along their journey to become a registered student. This will involve understanding students' needs to give them the information they need to make an informed choice, and ultimately closing the sale. For Exams, the sales journey takes place principally online, but the role will contribute to Exams sales by demonstrating excellent standards of customer service that generates competitive advantage and positive word of mouth

- **Customer Relationships** This role will also proactively engage with customers and play a direct role in ensuring students re-register for our courses and continue to study for us. It will also gather customer feedback from various channels, and act upon it. This will include keeping statistics updated.

Responsibilities

- **Registration:** To register candidates for Examinations and students for the Teaching Centre according to corporate and local policies, procedures and standards
- **Support to Customers:** Complaints and Suggestions are logged and passed appropriate as defined in the Complaints Policy, update contact details of students on a termly basis to facilitate mailshots and e-newsletter distribution. To support activities from the student social committee, conversation clubs, book clubs and demo lessons.
- Any other duty required to support the Customer Services Manager .

Key relationships: (include internal and external)

Internal: Customer Service Manager, Finance team, GPF Operational teams, Exams team, Marcomms team, Teaching Centre staff.

External: students, candidates, customers, general public.

Other important features or requirements of the job

(e.g. travel, unsocial/evening hours, restrictions on employment etc)

Unsocial hours and weekend work may be required. You may be asked to work in any of our partner premises located in Condesa and Satelite. Customer Services area covers a working shift from Monday thru Friday from 8.00 am to 8.00 pm and Saturdays from 8.00 to 3.00 pm. Team members take turns to cover the differ rent shifts as required.

Please specify any passport/visa and/or nationality requirement.

Right to Work in Mexico. The British Council is not able to support or sponsor work visa applications from non-Mexicans

Please indicate if any security or legal checks are required for this role.

Criminal Records checks will be required

Person Specification:

	Essential	Desirable	Assessment stage
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Behaviours	<ol style="list-style-type: none"> 1. Creating shared purpose - essential 2. Connecting with others – more demanding 3. Working together – essential 4. Being Accountable –essential 5. Making It happen – more demanding 6. Shaping the future – essential 		Interview (2,3, 4 & 5)
Skills and Knowledge	<p>Managing Finance and Resources</p> <p>Level 2. Uses financial systems and processes (Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team).</p> <p>Communicating and Influencing</p> <p>Level 3. Is creative and adaptable in communications (Able to use a range of non-standard and creative approaches to inform, and persuade others, extending beyond logical argument to influence decisions and actions in a way which is inclusive and engaging).</p> <p>Using Technology</p> <p>Level 2. Operates as an advance user (works as an advanced practitioner in the use of office software and/or British Council standard and social media platforms and trains or coaches others in their use).</p>		Short listing and Interview (1,2)
Experience	<ul style="list-style-type: none"> • Proven experience in customer services, sales, and handling inquiries. • Proven experience in administration and finance 		Short listing and Interview

Qualifications	<ul style="list-style-type: none"> • Ability to operate in Spanish (both written and spoken) at a business level. • Ability to operate in English (both written and spoken) at a business level (B1level). • University degree 		Short listing
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Submitted by	Monica Teran	Date	March 2018
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