

Job Title	Customer Service Agent		
Directorate or Region	Americas	Department/Country	Mexico
Location of post	Mexico City	Pay Band	K
Reports to	Customer Service Manager	Duration of job	One Year

Purpose of Job:

To provide excellent levels of customer service to all internal and external customers and clients of the Learning Time with Shaun & Timmy Pop Up Centres in Mexico City, meeting their needs in order to enhance perceptions of the UK in Mexico, and particularly:

- to ensure a high quality customer experience in handling enquiries about our products and services.
- to act as British Council's ambassador and provide top quality services to all customers meeting all Key Performance Indicators in order to enable the Council to meet its targets.

Context and Environment: (e.g. department description, region description, organogram)

Mexico is one of the world's largest emerging economies with an increasingly important international voice. The British Government has expressed its wish to considerably strengthen its relationship with Mexico across all areas, including the cultural relationship.

- At present we are working in partnerships with the public, private and philanthropic sectors, leading to significantly enhanced impact and market penetration, particularly in our English offer which includes the opening of our "Learning Time with Shaun & Timmy" pop-up centres. Learning Time with Shaun and Timmy" combines the rigour of UK's Early Years Foundation Stage methodology with the world-famous children's film and TV characters, Shaun the Sheep and lamb of the flock Timmy.
- The lessons are structured around unique Shaun and Timmy videos which have been specially adapted to feature speech as well as animation. The videos create the ideal platform for teachers to engage children with all the fundamental elements of learning English.
- Children are fully immersed in Shaun and Timmy's world in a learning experience designed specifically for 2 to 6 year olds featuring unique Shaun & Timmy learning materials. These include puppets, activity books, stickers, cut-outs and themed classrooms to create a stimulating and exciting environment inspired by Shaun & Timmy.

The operation will place customer service at the heart of its operations. The Customer Service Agents are a critical point of first contact with customers and contacts, frequently of crucial importance to brand perception and sales alike.

Main Duties and Responsibilities:

Customer Service Delivery

Face to face duties

- To greet all prospects in a warm, professional manner.
- To build rapport and be patient with the prospect in order to find out the objectives, needs and requirements of the prospect.
- To proactively present accurate and relevant USP's on services and products offered by British Council Mexico.
- To delight the customer in terms of experience.

Telephone and e mail Enquiries

- To answer all calls within 45 seconds with a polite and pleasant manner according to corporate telephone standards e.g. call greeting, call handling and call closing.
- To maximise conversion rates of enquiries to sales figures by communicating features and benefits of British Council offers, persuading prospects to enrol.
- To respond to all second level enquiries or refer them to the appropriate person.

Registration and Finance

- To register customers and collect income received and transfer it accurately into FABS.
- To maintain updated records on the system and complete daily reconciliations and parking in Fabs.

Product and Offer Knowledge

- To acquire and maintain an excellent level of product knowledge at all times.
- To have a proactive approach and provide input and feedback from frontline customer experience.

Key Relationships: *(include internal and external)*

- Customers, visitors, Young Learner students, school partners.
- Teachers, Senior Teachers, Coordinators, Facilities, IT, Business Managers.

Other important features or requirements of the job *(e.g. travel, unsocial/evening hours, restrictions on employment, visa requirements)*

Class times are not yet defined but the successful candidate will work part time, a 5 day week on a flexible shift system from Monday to Saturday.

Please specify any passport and/or nationality requirement	Right to work in Mexico
Please indicate if CRB checks are required	N/A

Person Specification

Behaviours and skills	Essential	Assessment stage
Behaviours	<p>Working Together (essential): <i>Establishing a genuinely common goal with others</i></p> <p>Making it Happen (essential): <i>Delivering clear results for the British Council</i></p> <p>Creating Shared Purpose (essential): <i>Communicating an engaging picture of how we can work together</i></p> <p>Being Accountable (essential): <i>Delivering the best work in order to meet my commitments</i></p> <p>Shaping the Future (essential): <i>Looking for way in which we can do things better</i></p> <p>Connecting with Others (more demanding): <i>Actively appreciating the needs and concerns of myself and others</i></p>	<p>Interview</p> <p>Interview</p> <p>Application</p> <p>Interview</p> <p>Application</p> <p>Interview</p>
Skills and Knowledge	<p>Marketing and Customer Services (Level 1): <i>Understanding customer needs; responding to customer needs; obtaining and evaluating feedback.</i></p> <p>Computer Skills (Level 1): <i>Using Outlook, Word, Power Point and Internet</i></p> <p>Communications Skills (Level 1): <i>Reading and writing skills; understanding the audience</i></p>	<p>Short listing & Interview</p>

Submitted by	Monica Terán	Date	27.09.16
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