

71-75 Shelton Street, London, WC2H 9JQ | www.generalpracticesolutions.net
020 8865 1942 | enquiries@generalpracticesolutions.net

Customer Service Advisor

Job Title: Customer Service Advisor. (Permanent)
Location: Remote.
Directorate: Primary Care. (NHS England & the devolved nations)
Reports to: GPSHR Office.

Job summary.

Are you passionate about delivering exceptional service and support to clients and healthcare professionals? As a customer service advisor at general practice solutions (GPS), you will play a pivotal role in ensuring outstanding customer satisfaction within the primary care sector. This crucial position involves providing timely and accurate assistance to a wide range of queries, concerns, and service requests. By joining our team, you will be instrumental in maintaining GPS's reputation as a leading provider of workforce and support services.

As a customer service advisor, you will engage directly with clients through phone, email, and chat, handling enquiries and resolving issues with professionalism and care. You will also manage complaints, ensuring they are addressed promptly and effectively. Your role will require a keen eye for detail as you document interactions, track service metrics, and contribute to the continuous improvement of our services by providing valuable feedback on common issues and potential enhancements.

If you have a passion for customer service and a commitment to excellence, this role offers a dynamic environment where you can make a significant impact and develop your skills.

Key responsibilities.

Customer interaction.

- Respond to customer inquiries via phone, email, and chat, ensuring a timely and accurate resolution to queries.
- Handle customer complaints with professionalism and empathy, escalating issues as necessary to ensure swift and effective resolution.
- Provide detailed information about GPS services, guiding clients and healthcare professionals through processes and procedures.

Issue resolution.

- Investigate and resolve service issues efficiently, using problem-solving skills and knowledge of GPS systems and services.
- Liaise with internal departments to address and resolve complex issues, ensuring a seamless customer experience.

Documentation and reporting.

- Maintain detailed records of customer interactions, ensuring all information is accurately documented in the CRM system.
- Track service metrics and performance indicators, contributing to reports that highlight trends, areas for improvement, and success stories.

Continuous improvement.

- Provide feedback to the team and management on common issues and areas for enhancement, contributing to the development of improved customer service processes.
- Participate in training sessions and workshops to stay updated on the latest service strategies and GPS offerings.

Collaboration and teamwork.

- Work collaboratively with colleagues and other departments to ensure consistent and coordinated service delivery.
- Participate in team meetings and contribute to discussions on service improvements and customer satisfaction strategies.

Person specification.

Qualifications & experience.

- GCSEs in English and Maths or equivalent. A-Level or equivalent education is desirable.
- Additional training or qualifications in customer service would be beneficial.
- Proven experience in a customer service role, preferably within the healthcare or service industry.
- Experience using customer relationship management (CRM) systems and managing service inquiries.

Skills and competencies.

- Excellent verbal and written communication skills, with the ability to convey information clearly and empathetically.
- Strong problem-solving skills and the ability to handle challenging situations with professionalism.
- Proficient in using digital communication tools, including email, chat, and CRM systems.

Knowledge.

- Understanding of GPS's services and systems, with the ability to quickly learn and adapt to new information.
- Familiarity with the primary care sector and its challenges is desirable but not essential.

Personal attributes.

- Strong commitment to delivering excellent customer service and upholding organisational standards.
- Ability to work effectively both independently and as part of a team.
High level of attention to detail and organisational skills.

Why join us?

- Impact.
Make a real difference in the health and well-being of communities.
- Growth.
Opportunities for professional development and career progression.
- Flexibility.
Various work arrangements available to suit your lifestyle.
- Team spirit.
- Join a supportive and dynamic team dedicated to high-quality patient care.

Special requirements.

- Flexible working hours.
Willingness to work flexible hours, including evenings or weekends, to meet patient needs.
- Driving requirements.
A full driving licence and access to a vehicle may be necessary.

Application process.

If you are driven by the challenge of delivering exceptional customer service and are excited about contributing to the success of GPS, we invite you to apply. Submit your application through our website to join a dedicated team focused on excellence and innovation in primary care support services. This role offers a unique opportunity to develop your skills and make a meaningful impact on customer satisfaction and service delivery across the UK. We offer this position predominantly on a remote basis with occasional travel to our regional offices.