

**Job Title: Client Service Representative**

**Department: IEDS**

**Location: Poland**

**Contract: Full Time – Permanent**

**Reporting to: Head of Centre - Poland**

**CLIENT SERVICE REPRESENTATIVE**

**STAKEHOLDERS:** Clients, Head of BPP Poland, Key Account Managers, Training Projects Coordinators, Marketing & Operations Executive, Hub Support team & other BPP teams as necessary

**JOB PURPOSE:**

The purpose of this role is to support the International Education Solutions (IEDS) team, the Head of BPP Poland, Key Account Managers, Training Projects Coordinators and Marketing & Operations Executive through excellent service and delivery by meeting defined service levels. You will be responsive to clients’ and team needs by processing orders, books & ebooks deliveries and managing enquiries from BPP Poland clients, and Professional Qualifications (PQ) international partners, across BPP systems. The overall objective of these activities is retention of clients and revenue growth through excellent service.

**MAIN RESPONSIBILITIES**

• Act as first point of contact for B2C clients and students, working to ensure the efficient fulfilment of requests, business services and operations, with the goal of ensuring client satisfaction and retention and meeting BPP customer service handling standards.

• Processing orders for BPP Poland clients, and PQ course orders for tuition providers and corporate clients.

• Effective management of orders, bookings, course joining instructions, shipping and book returns using BPP’s internal booking systems and processes, within agreed SLAs.

• Being considerate to individual customer requirements, while ensuring customer requests on process change, fulfilment and payment are handled firmly and sensitively.

• Work closely with internal departments to ensure smooth delivery of products and services.

• Work closely across all stakeholders to deliver a seamless customer service journey.

• Support the Key Account Managers and Training Projects Coordinators to achieve their customer service targets.

• Keep up to date with any changes to BPP’s products/services or processes/procedures which affect the customer service operation.

• Work cooperatively, flexibly and effectively, on your own and as part of a team, delivering support that meets BPP customer service standards.

• Be flexible and adaptable to effectively support and contribute to developments and improvements within the International Service Team.

* Provide support to colleagues as directed by Head of Centre - Poland

 **SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED**

**SKILLS**

* Degree qualification
* IT literate and competent in data management, spreadsheets, and email
* Able to demonstrate individual accountability
* Excellent written and spoken English
* Excellent communication skills, and the ability to build rapport and maintain empathy with clients
* Well-organised and self-disciplined with the ability to multitask, work quickly and calmly under pressure, while maintaining a high level of attention to detail
* Positive, responsive, and approachable attitude to conflicting customer & stakeholder demands
* Ability to absorb, retain and deliver information to best advise customers

**EXPERIENCE**

* Previous customer service experience handling a high volume of orders / enquiries (preferred)
* A genuine interest in helping customers and providing an excellent customer experience
* Experience of working cooperatively, flexibly, and effectively, as part of a team (preferred)

**KNOWLEDGE**

* Knowledge of BPP product range (desired)

Please note that the successful candidate will be required to undergo a basic disclosure and credit check.