HBTC
Hull | Grimsby | Scunthorpe

CUSTOMER SERVICE SPECIALIST

Are you passionate about delivering exceptional customer service? As a customer service specialist, you play a vital role in providing direct support to customers in various sectors and organisations. You serve as a go-to person for addressing complex or technical customer requests, complaints, and queries. In addition, you are an escalation point for challenging or ongoing customer issues. You will also gather and analyse data and customer information to drive improvements in service. This hands-on experience will be invaluable in shaping your customer service career. Get ready to make a meaningful impact and deliver exceptional service!

What will I learn?

- Customer journey
- Customer insight
- Culture and environment awareness
- Performance
- Service improvement
- Business-focused delivery
- Ownership and responsibility
- Euqality
- Team working
- Presentation
- Self development

The apprenticeship will typically take between 18 months to complete.

This apprenticeship standard is at Level 3.

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service at Professional level.

GET IN TOUCH

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