

Customer Care Specialist – Phone Team

Reporting to: Contact Centre Manager	Direct Reports: N/A
Department: Marketing	Location: Hybrid Office based - Watford

Company Information

Established in 2000, Clinisupplies is a UK based medical devices company specialising in the manufacturing and marketing of products for the primary and secondary healthcare sectors.

Vision

Access to precision medtech for every patient, globally.

Values

- Agile
- Inquisitive
- Collaborative

What do we stand for?

Same on outcomes. Better on price

At Clinisupplies, we want to make a difference in healthcare. That means understanding our customers' needs and delivering on their biggest priorities. We recognise that the NHS needs to offer quality of care and save money – that's why Clinisupplies offers products that are designed to deliver value to customers. With a strong focus on Urology, Wound & Skin care, and Wound Closure, our products and services are developed to assist clinicians and patients, with practical solutions that provide high quality outcomes at an exceptional price.

Job Purpose

As a Customer Care Specialist you will use our omnichannel service to register new customers, place orders, and answer order related queries. You will also play a role in processing and approving prescriptions as well as answering inbound and outbound calls in our Contact Centre.

Key Responsibilities

Reporting directly to the Contact Centre Manager you will be:

- Answering inbound calls from customers and Health Care Professionals (HCP's)
- Making outbound calls to welcome new customers to the Home Delivery Service
- Making outbound courtesy calls to customers to place repeat orders
- Taking payments from customers for Prescriptions via inbound and outbound calls
- Registering new customers to the home delivery service using our internal databases
- Chasing GP Surgeries for outstanding customer Prescriptions by phone or email
- Reviewing and approving orders
- Managing various mailboxes
- Being a Subject Matter Expert in established field
- Reporting from various internal databases
- Adhering to weekly schedules
- Attending various meetings/performance reviews/huddles/workshops/webinars
- Updating internal databases, abiding by GDPR regulations
- Working collaboratively to ensure all Contact Centre service levels are achieved in line with agreed KPI's

Experience and Skills Required

- Good literacy and numeracy to GCSE 'O' level
- Intermediate IT skills (Microsoft Office)
- Excellent organisation skills
- Ability to prioritise workload
- Good communication skills written and verbal
- Excellent telephone manner
- Excellent attention to detail
- Ability to use multiple systems at one time
- Can multi-task in a fast paced customer service environment
- Positive 'can do' attitude
- Passion for Delivering Excellence in Customer Service

Desirable

- Has some experience of working in a medical or healthcare environment
- Has experience of working in a busy Contact Centre environment

The working hours are 35 hours per week Monday-Friday between 08:00am – 18:00pm. Saturdays 09:00am-12:00pm on a rotational basis. This is a hybrid role, working agreed days in the office and at home.

Clinisupplies is dedicated to the continuous development of our employees and offer excellent career prospects for the right candidate. We offer an attractive benefits package including a competitive salary of £23,000 per annum, 26 days holiday (increasing with service), plus a day off for your birthday plus bank holidays, pension, life assurance and access to private healthcare.

Clinisupplies Limited is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

How to apply

If you are interested in this position, please forward your CV to recruitment@clinisupplies.co.uk

Please note that in addition to the interviews there will be assessments as part of our recruitment and selection process.