

## Customer Service Officer (Branches)

**Monday – Friday 9am – 5pm, Branch working: 1 in 4 Saturday mornings in the Branch (36 hours a week).**

This is a great opportunity to work within the friendly customer service team of a building society, providing excellent support to our customers, head office and Branch network.

This role is based between our Branches in Wood Street (central Bath) and Moorland Road, Oldfield Park. From time to time you may be asked to work in the Customer Support team at our Queen Square Head Office, Bath.

Located on Queen Square in the centre of the beautiful city of Bath, the Society has been serving the city and supporting our local community since 1904. As a mutual Society we are committed to being an employer of choice, creating a diverse and inclusive team, managing our environmental impact and supporting our local community.

We are proud of the strong supportive culture at the Society. It's a highly collaborative environment with great team spirit and we're all passionate about giving Members a personalised service.

There's a lot of exciting business change initiatives taking place right now and you'll be working with great people who know their stuff and are committed to making change happen, while remaining true to the Society's core values.

### **The role:**

To provide customer service and administration support for members and savers who chose to transact with us through our branches as well as provide support and occasionally stand in for Customer Service Department staff.

You will be helping customers open, manage and operate their savings accounts, being the first point of call for all customers visiting or calling our branches. When necessary this will include dealing with queries for those customers choosing to contact us by direct channels including Bath Online, email, web chat, post, and telephone.

Other responsibilities include:

- Be first point of contact for all savers who choose to deal with us through the branch network.
- To deal with customers wishing to deposit or withdraw funds. Process new account applications, issue passbooks, make amendments to existing

accounts. Process standing order requests, fund transfers including faster payments and CHAPS, accurately and within agreed timescales.

- To support the effective operation of the Society's online systems and savings accounts, promoting the benefits of "Bath Online" to customers.
- Be able to answer all customer queries, on all the Society's accounts range, (including the more specialist business and professional accounts).
- Play an active role in all customer relationship management and customer retention initiatives, achieving annual customer service initiative targets as agreed.
- Take ownership for customer complaints and forward to the appropriate department, including recording where necessary.
- Follow agreed procedures created to protect members and Bath Building Society. Be alert for suspected money laundering issues, and complete all required Compliance training each year.
- Apply the Society's "Values" in all aspects of the role and ensure any areas where you believe the Society could improve or amend its policies and procedures are highlighted to the appropriate forums and/or committees in a timely manner.
- To be aware of the operational risks related to the job and how they relate to the overall risk management of the Society.
- Adopt a "get it right first time" approach and maintain 100% accuracy in respect of general processing.
- Provide support to other areas of the Society, where required.
- When needed, stand in for Customer Services Department staff should there be a situation where extra help needed to address the needs of customers seeking a 'direct' service.
- Assist with projects aimed at improving customer service and experience.
- Positively motivate the Branches and Customer Service Department team members, that is responsible for servicing and supporting our members and other savers.

### **Skills and competencies:**

- Good communication skills – both oral and written
- Keen to provide an exceptional customer experience
- Good listening skills
- The ability to take 'ownership' of customer queries and complaints
- Excellent team-working skills
- Good interpersonal skills
- Ability to work under own initiative
- Excellent attention to detail
- Good Microsoft Office skills
- Time Management
- Project Management Skills.

### **Why should you apply?**

Here's just some of the reasons our colleagues are attracted to work for Bath Building Society:

- Central Bath location with hybrid working opportunities when the job allows.
- Competitive salaries and a good work life balance, we don't expect you to work silly hours.
- At least 27 days holiday (plus bank holidays) with the option to buy an additional five days.
- A day off for your birthday.
- Generous pension scheme.
- Life Insurance (four times your salary).
- Healthcare benefits after a qualifying period.
- Colleague Forum.
- Health & Wellbeing Forum.
- Support from Mental Health First Aiders.
- Sharing in Success: Annual bonus scheme based on both the performance of the Society and your individual performance.
- Access to the Wider Wallet employee discounts portal to enjoy discounts off nationwide brands.
- We also have regular social events and some of the best parties!

**To apply:**

Please email a cv and covering note to [careers@bibs.co.uk](mailto:careers@bibs.co.uk)

**Closing date:** 1st April 2024.

\*We reserve the right to close this vacancy early if we receive sufficient suitable applications for the role. So if you are interested, please submit your application as soon as possible.