



## Customer Service Specialist

A Customer Service Specialist is responsible for acting within a professional capacity for direct customer support. This can include a range of roles and responsibilities in a wide array of sectors and organisations. Acting as a Customer Service Representative requires effective communication skills and exceptional customer interaction, acting as a key contact and referral point for dealing with more complex or technical customer requests, complaints, and queries.

You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, a Customer Service Specialist is able to fully understand the technical and practical elements of the products and/or services of an organisation, and how these effect the customers experience.

A Customer Service Specialist will gather and analyse data and customer information to ensure problems are rectified, operations are improved and the customer journey and experience is of exceptional quality.

A Customer Service Specialist may be required to interact with customers through a variety of modalities. This may include online. The Customer Service Specialist Programme ensures the development of customer service skills necessary for effective customer interaction, but also through a detailed understanding of the business and role, may include digital proficiencies to ensure effective online interaction with customers, which could include; contact centres, retail, webchat, service industry or any customer service point.

### Programme Benefits and Outcomes

Your Customer Service Specialist will be able to;

- Develop a range of technical proficiencies, including but not limited to – business focused service delivery, positive customer experience, customer insights, customer service performance, service improvement
- Understand how the skills fit your business and customer needs and implement these effectively
- Provide exceptional customer service

### Nationally and Industry Recognised Qualifications

Alongside the programme, your employees will gain a Professionally recognised qualification to support their development, supporting your organisation in developed a high-skilled workforce.

# Continuation Courses for your Employees

## TEAM LEADING AND MANAGEMENT

Once proficient in role, with the skills, knowledge, behaviours and experience needed to thrive, our tailored pathway courses support your organisation to progress employees into leadership roles, taking on supervisory, team leading and line management responsibilities. We do this successfully through tailoring our programmes to the specific needs of your employees' leadership development, alongside the detailed requirements of your business.

Successful completion of the Customer Service Specialist programme can lead onto;

TEAM LEADING LEVEL 3

TEAM LEADING LEVEL 5

OPERATIONS MANAGER LEVEL 5

**These have lead employees progressing into the following roles:**

Customer Service Manager, Branch Manager, Store Manager, Operations Manager

## Programme Support and Additional Services

Our programmes are developed to support your business needs in developing the talent, skills and knowledge needed to help your business grow and succeed. Our Customer Service Specialist course also includes the following components;

### 15 months programme duration

supported through industry recognised qualification

### Dedicated Account Manager

monthly meetings to satisfy all your questions, feedback and communication needs

### Personalised coach, tutor and assessor

weekly contact for your employees 20% off the job training (face-to-face, virtual and telephone)

## Training Costs

**Levy businesses can use their contributions to pay for this training. The costs will be £4,000.**

If you are not a levy paying business there may not be a cost for this training. If the employee on this programme is under 19 and your business has less than 50 employees, there will be no cost for the training. If they are over 19 and/or your business has over 50 employees then you will contribute 5% towards the cost of the training which would be £200.

## Contact us

With Academies throughout the UK, get in touch today to find out how your employees can begin their journey, and how we can support your organisation with your workforce education and training

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