



CUSTOMER SERVICE Specialist Apprenticeship

All you need to know



Customer Service Specialist Apprenticeship

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types.

A customer service specialist is an advocate of customer service and someone who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. They are often an escalation point for complicated or ongoing customer problems. As an expert in the organisation's products and/or services, they share knowledge with their wider team and colleagues. They also gather and analyse data and customer information that

influences change and improvements in service.

A customer service specialist utilises both organisational and generic IT systems to carry out their role with an awareness of other digital technologies. A customer services specialist works in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

Access Training will work with you to design a training package covering all the essential skills, behaviours and knowledge to provide a quality customer service specialist.

What's Involved?

Apprentices will gain a good understanding of the key responsibilities and skills needed to work successfully in this role including:

- *Business Knowledge and Understanding*
- *Customer Journey knowledge*
- *Knowing your customers and their needs/ Customer Insight*
- *Customer service culture and environment awareness*
- *Business focused service delivery*
- *Providing a positive customer experience*
- *Working with your customers / customer insights*
- *Customer service performance*
- *Service improvement*
- *Develop self*
- *Ownership/ Responsibility*
- *Team working*
- *Presentation*
- *• Maths and English Functional skills to level 2**

* If not already achieved

More about Apprenticeships

An Apprenticeship is a real job with an accompanying skills development programme. It is a way to earn while they learn and gain valuable skills and knowledge in a specific job role.

They must spend at least 20% of their time on off-the-job training which will consist of a wide mix of learning in the workplace, workshops, e-learning, mentoring, self-study and the opportunity to practise new skills at work. Apprenticeships typically last between 12 – 24 months and our roll-on, roll-off model means there is no waiting for course start dates.

THE 6 STEP APPRENTICESHIP JOURNEY



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