

## Level 3

# Customer Service Specialist

**TYPICAL DURATION: 15 MONTHS**



### Role Profile

A Customer Service Specialist is the go-to professional for direct customer support in various sectors. They handle complex requests, complaints, and queries, and act as a referral and escalation point for intricate issues. Their expertise in their organisation's products and services allows them to share knowledge with their team and analyse customer data to drive service improvements. Proficient in IT systems, they adapt to different work environments to ensure customer satisfaction.

### Additional Requirements

English and maths qualifications must be completed in line with the apprenticeship funding rules

### Course Content

During their apprenticeship, individuals gain skills, knowledge, and behaviours in their chosen role and industry. This includes subjects such as; 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

### Apprenticeship Assessment

This Apprenticeship has 3 assessment methods.

- Practical Observation
- Work Based Project supported by an interview
- Professional Discussion

### Typical Job Roles

- Customer Relationship Manager
- Customer Support Officer
- Customer Service Supervisor
- Customer Service Co-ordinator
- Customer Service Team Leader

### Further Information

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

### Progression Routes

Leadership & Management