Community Support Officer

JOB DETAILS

Job Title: Community Support Officer (0.4 FTE)

Reports to (title): Membership and Support Manager

Date: April 2020

PURPOSE OF THE JOB

Cochrane’s Community Support team is the first point of contact for the international Cochrane community. We provide a timely and coordinated support service, resolving queries covering a broad range of areas including Cochrane Account login, Cochrane review software (e.g. RevMan Web, Archie), membership, training, websites, sales and research. The Community Support Officers are the day-to-day face of the team answering the majority of queries and escalating complex enquiries appropriately.

This team sits within the People Services department, which provides all people-focused services within Cochrane, including inclusive learning programmes, platforms to enable participation in diverse Cochrane activities, human resources, consumer engagement and a wide range of internal and public-facing support services.

PRINCIPAL ACCOUNTABILITIES/KEY RESULT AREAS

- Act as the first line of contact for support enquiries from the Cochrane Community and users of designated Cochrane services, presenting a friendly, supportive and efficient public face for our organisation.
- Respond to incoming queries in our support Helpdesk, based on standard operating procedures and established stock responses or, when necessary, refer queries efficiently to appropriate subject matter experts.
- Respond to queries within agreed time frames in accordance with team SLAs.
- Work with subject matter experts to identify and develop responses to queries relating to Cochrane software, membership, training, sales, websites and research.
- Maintain excellent communication and working relationships with Cochrane’s diverse international contributors, including Cochrane Groups, staff, trainers, methodological and content experts, review authors, editorial teams, consumers and others.
- Contribute to the management of Cochrane Knowledge Bases and online resources to support the work of the Community.
- Develop the bank of stock responses in our Helpdesk.
- Accurately update and interrogate the Cochrane CRM (customer relationship management) system and other databases as required.
• Set up, schedule, run and send regular and one-off reports from the CRM for a range of internal customers.
• Support Community communications by managing the process of sending newsletters and one-off mailings through the CRM system and MailChimp.
• Contribute to the continuous improvement of standard operating procedures and all aspects of Community Support.
• Assist in the evaluation of the Community Support Team activities, including the design and collection of management and performance data and synthesis of reports.
• Contribute to the development and implementation of team work plans.
• Undertake any other duties that may be considered appropriate.

PERSON SPECIFICATION

Essential:

• Experience in providing excellent customer service, including excellent interpersonal communication skills; a courteous, professional manner; and the ability to manage complaints with diplomacy and resilience.
• Proactive and flexible approach to learning new systems and products in order to provide the best possible customer support.
• Experience with software and systems related to customer service, such as HappyFox, Jira, SugarCRM and MailChimp.
• Excellent English-language communication skills (both verbal and written), including experience in communicating technical content, tailoring standard communications to individual requirements, and working with people from a variety of cultural and linguistic backgrounds.
• Good attention to detail to ensure that community members always receive accurate information.
• Experience in working collaboratively within complex organisations, including diverse and geographically-dispersed staff, collaborator and stakeholder groups across different time zones.
• Self-motivated and results-oriented, with excellent organisation and time management skills, including the ability to work to deadlines as part of an interdependent team working remotely.
• Familiarity with and commitment to Cochrane’s mission and values.
• Openness to continuous professional development and training.

Preferred:

• Experience in providing customer service in a healthcare, research or software environment.
• An understanding of Cochrane’s work in the production of systematic reviews of healthcare evidence.
• The ability to provide support in a second language other than English would be an advantage.
• Experience working with teams in a not-for profit or low resource setting.
• Understanding of data protection and handling of users’ contact details and personal data.

KEY INTERFACES
Internal:
• The Community Support Officers are supported by the Membership and Support Manager, second-line support teams and subject matter experts who provide responses to escalated queries.
• This team sits within the People Services Department, which is part of Cochrane’s Central Executive Team.
• This team serves and collaborates with all Departments in the Central Executive Team, Cochrane Groups, Cochrane Innovations, Cochrane members and other Cochrane contributors.

External: Subscribers to Cochrane’s online learning and software services, the general public.

DIMENSIONS
Budgetary responsibility: N/A
Number of direct and indirect reports: N/A