

Job Description

Customer Services Assistant

Salary:	Grade 3
Contract:	Full time, ongoing
Location:	Canterbury campus with a requirement to cover Medway Campus
Responsible to:	Customer Services Officer
Job family:	Administrative, professional and managerial

Job purpose

Act as the reception to a building/area of campus, providing a friendly, welcoming and knowledgeable presence dealing with initial enquiries from all, escalating more complex queries accurately and concisely to the relevant team to ensure the best possible impression of the University.

The roles are situated across campus in accommodation areas, academic buildings, central service buildings and in campus service buildings and role holders can expect to work in a variety of settings depending on demand. A high degree of customer service is always expected with the aim of resolving queries there and then to avoid unnecessary delays in the customer journey and the need for multiple touchpoints.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Receive all initial enquiries from students, staff and visitors to reception areas, resolving them or referring correctly to other staff or university departments as appropriate.
- Responsible for maintaining the tidiness and security of the reception area and its facilities ensuring stock levels of office equipment, stationery and consumables are maintained.
- Responsible for ensuring mail and courier parcel deliveries are received with a signature and held securely and distributed without unnecessary delays.
- Proficient in the use of a range of university systems (e.g. accommodation systems, access control systems, switchboard, library systems, payment systems etc.) to aid in the resolution of queries and enquiries.
- Coordinate the issue of card / key access, where necessary, resolving or escalating any issues that arise as appropriate.
- Assisting the wider campus services and university teams by signposting customers to the range of services on offer and how to access them.
- Ensuring any defects are reported through the appropriate channels, personally logging those which have not yet been reported.
- Act as both a first aider and fire marshal for building in which reception is located.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Provide a friendly, helpful and welcoming service to all visitors to the reception area and act as a positive ambassador on behalf of the University, ensuring all communications are handled in a professional manner.

- The Switchboard is for most callers the first impression of The University so politeness and confidence is essential, the challenge is that many of the callers do not know who they want to talk to so extracting information by asking the right questions is important.
- Staff will be expected to read and absorb a significant amount of information on University, Library Accommodation and Campus Services policies and services to provide students and other visitors with sufficient guidance in understandable terms.
- Reception areas can be busy environments with multiple interactions taking place at the same time. The role holder will need to be able to keep a calm head under pressure, putting the needs of the customer first and always remaining polite and professional.

Facts & figures

There are currently 11 reception areas across the Canterbury and Medway campuses with varying opening hours between 7am and 11pm Monday to Friday. Accommodation receptions are open at the weekends as is the Library.

Each reception will deal with a huge number of interactions in a year.

Internal & external relationships

Internal: Staff at all levels of the University, Students.

External: Visitors to the University including students, parents, contractors, couriers and conference guests.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Shift work
- Working in isolation
- Contact with Human fluids (blood, saliva etc)
- There may be a requirement to work evenings and weekends

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- GCSE grade C / level 4 (or above) in English and Maths or equivalent (A)
- Experience of working in a busy and demanding front facing customer service environment (A)
- Good first impression with a courteous friendly and calm manner (I)
- Demonstrable experience in handling difficult and unexpected situations, using initiative to resolve. (A, I)
- Excellent verbal and written communication skills, with the ability to deal with people at all levels (I)
- Excellent IT skills especially with Microsoft packages, but also with using specialist systems and databases (A, I)
- Ability to remain calm under pressure (I)

- Ability to work independently and unsupervised (I)
- Strong organisational skills and attention to detail (I)
- Committed team player (I)
- Flexible approach to work including with duties, location and working pattern. (A, I)
- Trained in first aid, fire marshalling and mental health awareness or willingness to undertake (A, I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Criteria:

- Recent experience of working on a university campus (A)
- Formal IT qualification (A)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage