

Customer Service Assistant

Job Ref: REQ230112

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade:

Administrative Services Grade 2

Job Purpose

To provide excellent customer care, promoting an efficient and effective reception service and ensuring that each customer that comes into the facility has a positive experience.

- Provide a friendly and professional welcome to all customers, presenting a positive impression of themselves and the organisation.
- Deliver excellent customer service, at all times.

Job Duties

- Establish and maintain excellent relationships with customers and potential customers, handling and escalating queries and complaints where appropriate.
- Work as part of the team to ensure the smooth operation of the facility.
- Monitor availability of customer information/promotional material and replenish as required.
- Respond to customer enquiries and provide information about the full range of opportunities available.
- Deal with all customer enquiries in a professional and courteous manner, in person, on the telephone or via e-mail making sure that the facility inboxes are dealt with as soon as it is operationally possible.
- Assist with the issue/return of hire equipment, reporting failure to return equipment to the Duty Manager.
- Assist with the upselling of goods and services.
- Make bookings and take payments using the computerised booking system. Cash up accurately at the end of each shift reporting any irregularities to the Duty Manager.
- Ensure customer information, including sensitive financial information, is stored and used appropriately in accordance with relevant legislation.
- Carry out daily administrative tasks as directed by the Senior Customer Service Assistant or Duty Manager.
- Keep the reception area clean and tidy at all times.

- Complete stock checks when requested.
- Consistently and actively apply good housekeeping principles, such as turning off lights and equipment when not in use, in order to contribute to our strategy to reduce utility consumption and carbon footprint.
- Actively engage in CPD and further training, as appropriate.
- Attend staff meetings and contribute appropriately as required.
- As a trained first aider, to deal with accidents or injuries as they occur and ensure that the necessary steps are taken to prevent reoccurrences and that the relevant documentation is completed.
- Adhere to the policies of the University at all times.
- To promote adherence to ethical guidelines and regulations with regard to drugs and doping in sport, in line with UK Anti-Doping (UKAD) guidelines and the Loughborough University 'Clean Sport' commitment.
- Any other duties that are commensurate with the grade of the post.

General Administration

- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing primarily with students and academic staff, but will also include external organisations and parents.
- To undertake general clerical duties such as photocopying, filing, binding and laminating of documents.
- To provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
- To ensure compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position by the School Operations Manager and the relevant line manager.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

The post will require working in the evenings, weekends and on bank holidays and University closure days when required.

Staff are required to wear SDC designated uniform whilst on duty.

Organisational Responsibility

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

| Area | Criteria | Stage |
|---------------------------------|--|-------|
| Experience | Experience of working as part of a team. | 1,3 |
| | Experience of working in a customer focussed environment. | 1,3 |
| | Experience of handling cash. | 1,3 |
| Skills and abilities | Excellent customer service skills. | 1,3 |
| | Excellent communication skills. | 1,3 |
| | IT skills to be able to input/extract information accurately from computerised systems. | 1,2,3 |
| | Familiar with Microsoft Office (particularly Outlook, Word and Excel). | 1,2,3 |
| | High standard of personal presentation. | 1,3 |
| | Open, honest and approachable. | 1,3 |
| | Ability to use own initiative and work effectively as part of a team. | 1,3 |
| | Enthusiastic and motivated with a positive 'can do' attitude. | 1,3 |
| | Punctual, flexible and reliable. | 1,3 |
| Training | Be committed to, and actively participate in, a programme of continuing personal professional development. | 1,3 |
| | Demonstrate evidence of having undertaken further training. | 1,3 |
| Qualifications | Educated up to GCSE level (Maths and English) or equivalent. | 1 |
| Equality & Diversity | Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace. | 1,3 |
| Other | Willingness to work irregular hours as necessary. | 1,3 |
| | Awareness of relevant Health & Safety requirements. | 1,3 |
| | A commitment to observe the University's Equal Opportunities & Health & Safety policies at all times. | 1 |
| | A commitment to observe and uphold the SDC Anti-Doping Policy. | 1 |

Desirable Criteria

| Area | Criteria | Stage |
|-----------------------------|---|-------|
| Experience | Experience of working within the leisure industry. | 1,3 |
| | Experience of working with membership and bookings systems. | 1,3 |
| | Experience of Gladstone Plus 2. | 1,3 |
| Skills and abilities | Ability to handle difficult situations. | 1,3 |
| Other | Awareness of QUEST accreditation and requirements. | 1,3 |

| | | |
|--|---------------------------------------|-----|
| | An understanding of University sport. | 1,3 |
|--|---------------------------------------|-----|

Conditions of Service

The position is part time role. Salary will be on **Administrative Services Grade 2** <https://www.lboro.ac.uk/services/hr/pay-pension-reward/salary-scales/>, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for grades 1 to 5 staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available [here](#).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available [here](#))

In addition, the University is supportive, wherever possible, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>.