



## POST OF CASUAL CUSTOMER SERVICES ADVISOR

### JOB DESCRIPTION

<b>HOURLY RATE:</b>	£8.36
<b>NO. OF HOURS:</b>	10
<b>DATE PREPARED:</b>	May 2019
<b>RESPONSIBLE TO:</b>	Operational Supervisors
<b>RESPONSIBLE FOR:</b>	Not applicable

**PRINCIPAL FUNCTIONS:** Overview

Your role will be to act as an ambassador for The Pickaquoy Centre and as such you will be expected to be a dynamic member of the team who thrives in a fast paced and changing environment.

You will be expected to undertake all reception duties in an efficient manner, in order to exceed customers' expectations. You must have the ability to apply up to date knowledge of all products and services when dealing with customer enquiries in order to maximise sales. Providing excellent customer service is paramount.

**Main Duties:**

1. To assist in the smooth running of the daily operations of the Centre ensuring that all tasks are undertaken in respect of Health and Safety requirements at all times.
2. To welcome all customer user groups and apply up to date knowledge of all products and services.
3. To assist in all aspects of reception duties such as processing bookings, general administration, cash handling and adherence to financial regulations.
4. To ensure all telephone calls and enquiries are answered and dealt with in a prompt, professional and efficient manner.
5. To provide outstanding levels of customer service at all times.
6. To have the ability to encourage secondary spend sales and actively promote all services.
7. To operate the Centre's booking system efficiently.
8. To be proficient in time management.
9. To use the PA system for information and control.
10. To ensure correct usage of the Centre's facilities by the public as stated within the Centre's admission policy and to adhere to operational procedures.
11. To assist with emergency procedures ensuring the safety of staff and public.
12. To assist with training and induction of other team members.

13. To be meticulous in your personal presentation.
14. To take responsibility for ensuring that Reception is kept to a high level of presentation, ensuring cleanliness and hygiene standards are upheld.
15. To assist in the continuous improvement programme as measured by the quality improvement scheme.
16. To undertake any other duties as the management team may require.
17. The post holder may be required to work at other sites operated by The Pickaquoy Centre Trust.

### PERSON SPECIFICATION

Attributes	Essential	Desirable
<b>Professional / Educational Qualifications –</b> <ul style="list-style-type: none"> <li>• To hold a ECDL or equivalent qualification</li> <li>• To hold a World Host certificate</li> </ul>		✓ ✓
<b>Relevant work / other experience –</b> <ul style="list-style-type: none"> <li>• To have experience of cash handling</li> <li>• To have previous clerical or administration experience</li> </ul>	✓	✓
<b>Skills and Abilities –</b> <ul style="list-style-type: none"> <li>• To have the ability and understanding to deliver outstanding customer service.</li> <li>• To be computer literate and a good level of numeracy skills.</li> <li>• To demonstrate ability and commitment to be an effective team member with a small, dynamic and innovative team.</li> <li>• To possess excellent organizational and communication skills.</li> </ul>	✓ ✓ ✓ ✓	
<b>Personal Qualities –</b> <ul style="list-style-type: none"> <li>• To be conscientious and treat all sensitive information in a confidential manner.</li> <li>• To have a confident approach with an enthusiastic personality.</li> <li>• To demonstrate a flexible approach to their work in order to meet the ever changing needs of the Trust.</li> </ul>	✓ ✓ ✓	
<b>Additional Job Requirements –</b> <ul style="list-style-type: none"> <li>• To have a basic knowledge of the local area and community.</li> <li>• To be available to work on a rota system which will include early mornings, late finishes and weekends. (although please note we have a variety of shifts to suit varying circumstances)</li> </ul>	✓ ✓	