

Urban Green Newcastle

Job Description

Job Title: Customer Service Assistant

Salary: £18,500 - £22,000 per annum

Responsible To: Marketing and Communications Manager

Job Purpose:

The Customer Service Assistant will provide an excellent standard of customer service. You will be the first point of contact for Urban Green Newcastle. You will manage enquiries received through different media channels (emails, telephone, social media posts and letters) from a wide range of customers on a wide variety of topics. You will need to work with all departments across the Charity to keep up to date with our events and activities to provide accurate and timely information.

Principal Duties and Responsibilities:

The following is typical of the duties the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- Efficiently handle enquiries from customers, tenants, volunteers and members of the public.
- Answer the telephone and respond to customer enquiries directly or forward customers to other members of the team.
- Monitor social media channels and respond to enquiries or forward to other members of the team.
- Accurately refer enquiries on to other officers, where appropriate, ensuring that the customer is kept updated and enquiries are completed.
- Provide administrative support to members of the team responding to informal and formal complaints.
- Keep up to date with the work of all departments
- Carry out admin support: database and records administration, letter writing, leaflet and poster design; filing; and photocopying to support all members of the team.
- Ensure that all office supplies are maintained as necessary, and equipment is in working order.
- Deal with all external and internal incoming and outgoing mail and distribute or circulate as required.
- Arrange appointments and provide administrative support to working groups and team meetings.
- Provide administrative support to members of the team organising public meetings.
- Set up and maintain filing and archive as required.
- To retrieve, collect, copy, collate and distribute information.

Person Specification

Job Title: Customer Service Assistant

Category	Essential	Desirable
Skills, Knowledge and Aptitudes	<ul style="list-style-type: none"> • Numerate and able to produce clear, concise and accurate written material. • Excellent writing skills with the competence to quickly compose emails to a wide range of business customers. • Have an ability to work quickly and accurately to record and process information, using IT systems where required. • Understand good customer care and quality in service delivery. • Able to work effectively as part of a team. • Proven ability to carry out administrative duties effectively, accurately and under own initiative. • Can prioritise workload effectively and meet deadlines/targets. 	<ul style="list-style-type: none"> • Able to manage social media.
Qualifications and Training	<ul style="list-style-type: none"> • Minimum A-C GCSE (or equivalent Level 2 qualification) in English language and Maths. 	<ul style="list-style-type: none"> • Level 3 qualification or above or equivalent level of vocational experience.
Experience	<ul style="list-style-type: none"> • One years' experience in a customer-facing or administrative environment. • Experience of answering telephone enquiries and taking the necessary action to resolve them. 	
Disposition	<ul style="list-style-type: none"> • Friendly, cheerful, positive and self-driven. • Hardworking and conscientious with meticulous attention to detail. • Committed to working 	

Category	Essential	Desirable
	<p>confidentially and with integrity.</p> <ul style="list-style-type: none"> • Able to understand and communicate effectively with a wide range of people, individually and in groups • Initiative to solve problems and deal with complaints in a positive and diplomatic manner. 	
Special Requirements	<ul style="list-style-type: none"> • Ability to undertake any other reasonable duties to support the operations of the organisation as and when required 	