# Title: Customer Services Assistant (Receptionist)

**Responsible to:** Marketing and Admissions Manager

**Reporting to:**  Student Recruitment Team Leader

**Grade:** 3

**Contract Status:** Permanent

**Hours of work:** 37

**Date:** January 2019

**Role Summary:**

* To work as part of the College front of house team, dealing with face to face enquiries, telephone calls, and e-mail communications.

# To ensure that outstanding customer service is delivered to all customers, students and staff ensuring that all enquiries are dealt with quickly and efficiently and in accordance with College procedures and service standards.

* Ensure the reception area is welcoming, greeting & welcoming visitors and ensuring the visitor’s book is kept up-to-date and visitor badges issued.
* Receive and transfer incoming calls; ensure all voicemail messages to main office number are taken and directed to appropriate staff members.
* To operate the College’s computerised telephone system in accordance with College procedures and standards as agreed with the Marketing & Admissions Manager.
* To provide reception cover outside of contracted hours as required; e.g. cover staff absence.
* To be present at appropriate College events; e.g. open evenings.

**Key Responsibilities:**

A Receptionist plays a vital role in the first impressions of our visitors and, therefore, must perform the following tasks to the highest standards:

* Ensure an excellent and efficient reception experience for visitors and callers dealing with their queries in a timely manner.
* Demonstrate a high level of customer service at all times.
* Demonstrate a knowledge of the College offering, including types of courses and apprenticeships available and other general knowledge necessary to perform daily duties.
* Co-ordinate the booking of parking spaces, giving visitors access to the car park and taking payments.
* To be the first point of contact for visitors to the College, including signing visitors in and out of the College ensuring they are met by the person/group they are visiting before entering the main College.
* Receiving and directing callers ensuring their query is dealt with quickly and accurately.
* To regularly check the voicemail system to ensure callers who have left messages receive a call back quickly and efficiently.
* To provide students who have forgotten their student ID with wrist bands to allow them entry to the College and to communicate the list of students on a monthly basis to the Assistant Principal.
* To operate the College portable two-way radio transceiver ensuring any incoming calls are dealt with efficiently and all emergencies are reported as per College policies.
* To contact applicants where necessary and to ensure the student records system is kept updated based on calls made.
* To undertake clerical and administrative tasks to support the Marketing and Admissions team.
* To assist with fulfilling mail-shots for the Marketing and Admissions team.
* To be conversant with the College’s emergency procedures, incident reporting and communications systems.
* Attend events internally providing support for welcoming visitors and directing them. Events are often during evenings, early mornings and weekends and frequency will be high during peak recruitment periods.
* To undertake any other duties as may reasonably required and as directed by your line manager.
* Enable recruitment and guidance procedures to be carried out in line with best practice guidelines with regard to safeguarding, equality and diversity.
* Support the College’s marketing and information gathering activity, ensuring that opportunities to promote are sought out as well as responded to, and to evaluate the success of this activity in the interests of continual improvement.
* Cover the work of other colleagues within Marketing and Admissions where necessary and take on the coordination of small projects in order to broaden personal experience.
* Keep up-to-date with developments in the College curriculum and progression opportunities, and in the wider world of education, in order to ensure that information is timely and accurate.
* Contribute to the development and implementation of the department quality improvement plan.
* Present the College in the best light at all times and ensure that all areas of personal activity comply with standards laid down by the College and relevant outside agencies.
* Undertake professional development and training to contribute to individual and College development as agreed through the College Performance Appraisal Scheme process.
* Carry out all duties with due regard to Health and Safety Regulations.
* Ensure compliance with the Financial Regulations of the College.
* Positively promote equality of opportunity for staff and students.
* Carry out other duties as may reasonably be required from time to time.

This job description is intended to provide a general guide to the duties and responsibilities of the post and aims to set this in the context of the framework within, which the post holder is expected to operate.

This job description should not be viewed as a legal document not a set of conditions of service and it can be received at any time in light of the needs of City College.

Any amendments to the job description will be discussed with the line manager and post holder and subsequently confirmed in writing.

This job description is correct at December 2018. It will be updated in consultation with the post holder as circumstances change.

**PERSON SPECIFICATION: CUSTOMER SERVICE ASSISTANT**

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|  | **Essential**  | **Desirable** | **How Assessed** |
| **Education, Qualification and Training** |  |
| GCSE A\*-C English and Maths | X |  | Application and Certificates |
| Educated to at least Level 2  | X |  | Application and Certificates |
| Current First Aid qualification |  | X | Application and Certificates |
| **Experience** |  |
| Experience of a customer service role | X |  | Application and Interview |
| Experience of a busy customer facing working environment and task management | X |  | Application and Interview |
| Experience of working with Microsoft Office packages including Word, Excel and Outlook |  X |  | Application and Interview |
| Experience of working on the phone and in person |  X |  | Application and Interview |
| Experience of working in a front of house role |  | X | Application and Interview |
| Experience of coordinating multiple administrative tasks | X |  | Application and Interview |
| Experience of working at promotional or guidance events |  | X | Application and Interview |
| Experience in an education or training role |  | X | Application and Interview |
| Experience of delivering Information, Advice and Guidance |  | X | Application and Interview |
| **Knowledge and awareness** |  |
| Understanding of College values | X |  | Application and Interview |
| Understanding of data protection | X |  | Application and Interview |
| **Skills** |  |
| Positive attitude and good communication skills | X |  | Application and Interview |
| Commitment to delivering a high level of customer service | X |  | Application and Interview |
| Ability to work on your own and as part of a team |  X |  | Application and Interview |
| Ability to work in an environment of change, contributing and adapting to new ways of working | X |  | Application and Interview |
| Creative problem solving ability | X |  | Application and Interview |
| Ability to take ownership of issues and problems and work to find an appropriate solution | X |  | Application and Interview |
| **Attitudes and Attributes** |  |
| Passionate about educational achievement  | X |  | Interview |
| Demonstrates a ‘can do’ attitude and a commitment to outstanding service | X |  | Interview |
| Organised and thorough in approach to work tasks | X |  | Interview |