

**JOB DESCRIPTION**

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| **JOB TITLE: Customer Support Officer**    Sector/Section: Recruitment & Relations  Grade: Scale 3  Directly responsible to: Admissions and Customer Support Team Leader  Directly responsible for: N/A |

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| **PURPOSE OF JOB:**  To provide high quality customer service to all users of the College in order to meet the Recruitment & Relations Service Level Agreement and the Generic Customer Care Service Level Agreement.  To provide advice and guidance to customers on a range of issues and promote the services of the College.  To establish and maintain long term professional relations with customers. |
| **MAIN RESPONSIBILITIES AND DUTIES:**   1. To provide a high quality first point of contact service to all users of the College through a range of methods including by phone, e-mail, livechat or face to face (reception). 2. To help establish and maintain effective procedures and records to deal with general and specific enquiries including the collation and full use of information for telephone directories, Council Tax certificates, and data entry using the College’s management information systems. 3. To work as a member of the team in order to meet both the Generic Customer Care and the Recruitment & Relations Service Level Agreements. 4. To record, produce and distribute appropriately student ID cards, lift pass requests and other such documentation. 5. To carry out supportive administrative work within the Recruitment & Relations Team. To include, but not exclusive to, word processing, mailings, telephone calls/surveys, e-mails, photocopying, use of the internet. 6. To carry out all administrative procedures relating to the recruitment and enrolment of students including the handling of monies.  This may include the enrolment of learners during main enrolment weeks. 7. To handle monies as required including on request for taxi orders and in relation to enrolment or a learner’s fee payments. 8. To assist with administrative procedures which enables the College to build and maintain long term relationships with customers. 9. To work to, and help establish and review, processes and systems for central services such as lost property, drop off and collection, event bookings etc 10. To work to the College’s Visitor’s Framework and alert management of non-compliance. 11. To work an agreed rota to ensure that the reception/helpline is adequately staffed at all times. This may include occasional day/evening work to cover for absent colleagues. 12. To support Recruitment & Relations Team and College wide events. This may include occasional evening work and work off site. 13. To create and maintain a professional relationship with all colleagues and customers and to promote this approach across College. 14. To represent the Customer Support Team at appropriate College wide meetings and working groups. 15. To support and promote the work of the College at all times. 16. To work unsupervised whilst maintaining high standards. 17. To provide support and cover to colleagues as required. This may involve working at sites other than the usual place of work. 18. To undertake all necessary training and attend all meetings relevant to the post and grade. 19. To undertake such duties as may be required by the Principal, commensurate with the grade and nature of the post. |

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| **JOB DESCRIPTION PREPARED BY: Tracy Clarke**  **DATE: September 2021** |