

## **JOB DESCRIPTION**

**Mountain Training Trust**

### **POST DETAILS**

Job Title: **Apprentice Customer Service Advisor (Reception & Admin Support including night duties)**

Directly Responsible To: Reception and Admin Support Manager.

Directly Responsible For: Providing a first class reception service, organisation-wide administrative support.

Employment: 12 month Apprenticeship studying an NVQ Level 2 Certificate in Customer Service.

### **PRIMARY PURPOSE AND SCOPE OF JOB:**

The primary function is to ensure a first-class reception service where exceptional customer service is delivered for every visit or contact to the reception point. This also includes elements of revenue generation through operation of facility income streams.

Evening and night work will involve having a walking presence around the centre observing and engaging with customers with a view to resolving any issues or bringing them to the attention of the Duty Officer (as appropriate to circumstance), the objective being to ensure that there is a constant level of attention to customer needs at all times.

This post also incorporates a central administration element, assisting with the administrative support across the business as required.

### **WORKING RELATIONSHIPS**

This position is at the hub of the centre and a central point of communication for customers and staff.

Supported by the Reception and Admin Support Manager, they will work within the busy environment of the front of house. Liaising with centre staff from all departments, all of our customers and the general public.

### **MAIN AREAS OF RESPONSIBILITY:**

1. To provide excellent customer services, responding knowledgeably to all enquiries. Take pride in being a first class 'go to' point for customers, the general public and staff. This is a customer focused position which includes face to face communication and an exceptional telephone manner. Be able to resolve problems that arise in a professional and calm way.
2. Liaise closely with the Duty Manager and other instructors on providing initial guidance and information to customers. Re-directing queries promptly and coordinating feedback on customer enquiries.

3. To process all revenue through the front of house systems accurately to include recording and reporting all facilities use and other income generation.
4. Undertake administrative tasks as directed in support of the Reception and Admin Support Manager and the Senior Management team.
5. Undertake the sale of accommodation via use of third party websites, working closely with the various personnel required to ensure we fully maximise additional income opportunities.
6. Undertake ad hoc project work as required and commensurate with role, but in particular with a view to customer service and the central day-to-day operation of the centre.
7. To be an effective member of the Customer Service team, playing a proactive role in ensuring the day-to-day running of the company is robust, compliant and effective, with opportunities for improvement regularly considered and discussed with the Reception and Admin Support Manager.
8. Help review, improve and shape customer service procedures, policies and standards, to increase efficiency and provide world class customer journey.
9. Attend meetings appropriate to the role, ensuring the professional representation of the charity at all times.
10. Provide cover during holiday and sickness, within the boundaries of knowledge and capability.
11. At times assist the other Business Administration departments in finance and bookings as additional administration assistance.
12. Driving duties picking up and dropping off customers.
13. To undertake night duties, this includes working on the reception point after hours and through the night, and walking around the centre checking that all is running smoothly, picking up on any issues that may need resolution.
14. The closing down of the centre in the evenings activating security systems, being responsive during the night as a first point of contact for any emergencies that may arise (backed up by a Duty Officer)

**General responsibilities:**

- Develop the Company's commitment to equal opportunities and promote non-discriminatory practices in all aspects of work undertaken.
- Remain flexible and adaptable to any additional demand as it is confirmed, and to be available to work different hours including weekends / evenings as required.
- Continually review own performance and development needs in conjunction with the Reception and Administrative Support Manager, jointly setting targets for change and continuous improvement to enhance business performance and personal effectiveness. This may include a requirement to undertake additional training and / or personal development.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with financial regulations of the company, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the company's policies and procedures as specified in the staff handbook.

### Person Specification

This post requires an outstanding, well-organised individual with excellent customer service, and administration skills. The post holder will be comfortable with operating in a dynamic and ever-changing working environment.

#### Key Knowledge, Experience, Abilities and Skills

Experience working within a Customer Service environment with a proven track record in delivering excellent customer services	Essential
Strives to deliver service excellence, and has a strong value add, customer service work ethos	Essential
A background in effectively handling a wide range of customer enquiries, including those that require complex resource planning and creative solutions.	Essential
Ability to prioritise effectively in line with business requirements	Essential
Ability to liaise closely with other colleagues and departments to ensure customer service is maximized	Essential
Sound working knowledge of Microsoft Office or equivalent software packages including Word, Excel, PowerPoint and Outlook	Essential
Ability to deal effectively with people at all levels, quickly gaining credibility with a range of internal and external contacts	Essential
Excellent planning and organising skills - proven ability to prioritise/manage time effectively and use initiative as appropriate	Essential
Customer focussed approach to support services	Essential
Experience of working within a team and supporting colleagues across a wide range of administrative support roles.	Essential
Over the age of 21 years with a full current driving license.	Desirable

## Personal Qualities and Behaviours

A can-do attitude, with the ability to work at pace in an ever-changing work environment. Unflappable, organised and resilient with a calm confident approach	Essential
The ability to identify problems and develop solutions	Essential
Open to being challenged and responding positively to ensure the business strives for continuous improvement	Essential
Able to manage a heavy work programme and is prepared to prioritise and work flexibly to meet deadlines. Highly organised who thrives in a busy working environment	Essential
A real team player, who is fully committed to working collaboratively to ensure the business is as best it can be.	Essential
A committed and loyal individual, with a high determination to succeed.	Essential
Energetic, self-motivated and positive outlook	Essential
Commitment to respond to customer and client needs in a professional manner.	Essential
Excellent communication skills - communicates effectively, clearly and confidently in written, verbal and electronic forms.	Essential