

## Customer Services Co-ordinator Job Description

<b>Job Title:</b>	Customer Services Co-ordinator
<b>Salary :</b>	£22,838.40
<b>Hours:</b>	30 Hours PW Monday to Friday 8.30am to 3pm
<b>Location:</b>	Centre Base in Ashton-under-Lyne
<b>Responsible to:</b>	CEO

### Job Role Profile:

To oversee the Customer Service Department providing a comprehensive package of support and assistance to internal and external charity customers and clients. The role is part of the Charity's middle management team with organisational and supervisory responsibilities.

### Core Job role Tasks:

To open the Centre daily and sign off building risk assessments carried out by staff.

To prepare a monthly rota of staff responsible for locking the building.

To oversee the Front of House reception function in terms of its effectiveness and quality of service.

To oversee transport for customers and clients attending the Social Club, Chair Exercise Class and Falls Prevention Course all delivered from the Centre base, working closely with the Charity's driver, volunteer drivers and Ring and Ride Community Transport Service.

To take cash and card payments each day from those customers and clients attending the social club and preparation of monthly invoices for those using this payment method.

To oversee the repair, maintenance and servicing of equipment and facilities at the Centre.

To oversee the ordering and purchase of goods and products for Age UK services, functions and departments.

To oversee the Charity's equipment and information asset registers.

To support the Footcare Service by providing appointment reminder services to those customers booked in for treatments.

To provide 1:1 coaching and supervisory support to the Front of House Receptionist and the 131 Café Cook.

**The post holder will have a good standard of education, a relevant business administration, office management or clerical qualification, a minimum of 5 years' administration work experience and 3 years' experience managing and supervising staff.**

## Customer Services Co-ordinator Person Specification (Essential)

Criteria	Requirement	Assessment
Qualifications	Relevant Business Administration and/or Office Management, Clerical Certificate/Diploma	Application
Experience	<p>5 years' experience in an administration role</p> <p>3 years' experience managing and supervising staff</p> <p>Experience of multi-tasking in a busy working environment</p> <p>Experience of prioritising tasks in order of importance</p>	Application
Knowledge	<p>Understanding the functioning of an effective high quality front of house service</p> <p>Understanding the importance of high quality customer service</p> <p>Understanding the importance of professional boundaries at work</p> <p>Being a positive role model within a team setting</p> <p>Being a positive authority figure within the Charity</p>	Application and Interview
Skills	<p>Excellent organisational skills</p> <p>Managing people skills</p> <p>Motivating staff to work to high standards</p> <p>Ability to undertake difficult conversations with staff, volunteers, customers and clients</p> <p>Making informed decisions in the best interest of the Department and Charity</p> <p>Providing good quality 1:1 coaching to motivate and develop staff</p>	Application and Interview