

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Customer Service Executive	JEID	M0598
Salary Grade:	Scale G		
Team:	Economy and Skills		
Service Area:	Business Centres		
Primary Location:	Sir Frank Whittle Business Centre, Rugby		
Political Restriction	This position is not politically restricted.		
Responsible to:	Operations Manager		
Responsible for:	N/A		

Role Purpose

To be part of a small dynamic team offering exceptional customer service to our customers at Warwickshire Business Centres' if you are looking for a varied role where no day is the same then read on...

The roles are fast paced, you will need to be a team player, offer a 'can do' attitude. We are looking for candidates that understand the customer journey and want to deliver an outstanding service.

We are offering the opportunity to be part of an exciting busy, business environment, where you can rely on support from management every step of the way.

Although predominantly based in Rugby, the role will include the need to travel to and work from Business Centre's across the County.

Role Responsibilities

- To provide a professional and customer centric front of house response to a wide range of general, technical, and sometimes challenging enquiries to support of the Business Centre customers, their clients and a broad range of Business Centre visitors
- To comprehensively manage unit enquiries, undertake customer viewings, produce detailed proposals, managing the application process, raising instructions to legal, creating condition reports for individual units/ offices
- At Eliot Park we have a conferencing suite & meeting room service, this involves setting up rooms, clearing away plates, mugs, glasses etc. To effectively manage conference and meeting room promotion/advertising, bookings, payments, stock control, organisation, and delivery
- Maintain the calendars for the conferencing suite & other meeting rooms across the sites
- To plan social media posts on various platforms including Facebook, LinkedIn & Twitter
- To be able to professionally communicate to customers via e mail, phone and face to face, any information as appropriate
- To effectively promote and co-ordinate business support events and in-house events
- To effectively manage and implement the delivery of all customer voice and data requests including confirmation of pricing etc
- To monitor customers voice and data usage and advise on more appropriate bandwidth and or handset bundle packages
- Creation and updating of digital Business Support content for the customer information screens located at the centres'
- Promote the use of the digital information screens for 'customer advertisements' together with creating suitable content
- Effectively manage multiple snack and drink vending machines, including promotion, stock control/ rotation & cash handling
- Maintain strong 'housekeeping' standards in all communications (comms) rooms ensuring the correct protocols for all patch cabling and cable management are adhered to and within the offices
- Stock control, programming, and installation of IP voice handsets in line with customer requests, including all training and instruction relating to the features and associated handset benefits
- Effectively manage and maintain all elements of the building access card management system by implementing regular audit trail searches, together with authorising, production and recording of all access cards issued

- Maintain an effective working knowledge of the General Data Protection Regulations (GDPR) together with the immediate and direct implications for the Business Centre's and Customers
- Maintain an effective working knowledge of Health and Safety (H&S) requirements ensuring that as far as practicable, any unnecessary risks are identified and addressed
- Monitor shared email addresses and respond as appropriate
- Out of hours call out if required
- Sort and distribute incoming customer post, together with franking and co-ordinating outgoing mail and parcels
- Support any administrative requests from customers i.e. photocopying, laminating, meeting room bookings etc
- Contribute to the Business Centre team and customers by providing exceptional levels of customer care, while optimising opportunities to increase revenue by ensuring that customers are aware of the range of services available to help support their business needs

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Full understanding and experience of a busy customer facing role, having a 'customer first' attitude	(A) (I)
Good literacy and numeracy skills	(A) (T) (I)
To be able to contribute to and quickly adapt and learn new software systems, procedures, processes etc	(A) (I)
To be an excellent listener	(A) (I)
NVQ Level 3 in Customer Service or equivalent relevant work experience	(A) (I) (D)
To be proficient in the use of the Microsoft software packages, Outlook and Calendar bookings	(B) (I)
To be able to communicate, in person and/or in writing, a variety of information to a range of people	(A) (I)

Be a natural problem solver	(A) (I)
To be able to use a keyboard with accuracy	(T)(I)
The ability to work under pressure including meeting deadlines and dealing with interruptions	(A) (I)
The ability to be creative and willingness to learn and share ideas	(A) (I)
Experience of handling and processing manual or computerised information	(A) (I)
To be able to work with some initiative and little close supervision	(A) (I)

Desirable Criteria

Assessed By:

Ability to be able to travel independently between Business Centre sites	(A) (I)
Understanding of facilities management	(A) (I)
Experience in marketing	(A) (I)
Experience of working within multi-occupancy workspace buildings	(A) (I)
Experience of using social media for business	

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work)

	purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
X Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	X Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
X Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	X Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	