**Job Description**

**Job Title** Customer Service Administrator – Restart Project

**Responsible to** Quality/Compliance Officer

**Salary**  £18,000 per annum

**Hours:** 35hrs per week

**Job Purpose**

As a Customer Service Administrator, you are the first point of contact for people accessing our services. You will be responsible for providing an outstanding, positive and memorable experience to every one of our clients, you will be expected to listen, deliver and care on every single interaction. Make it your mission to make a first impression that will be a lasting impression.

**Main duties and Responsibilities**

1. Handle enquires across various channels, including telephone, written correspondence, email, social media, secure messages, and web/live chat.
2. Support all staff to complete relevant paperwork.
3. Support the Quality/Compliance Officer
4. Support the Tutor and organise room bookings and client bookings.
5. Organise necessary support for clients identified by Key workers.
6. Book appointments with Key workers
7. Endeavour to provide a seamless and effortless experience to clients when dealing with complex queries.
8. Communicate in an open and honest way.
9. Understand that customers have different needs, and some are vulnerable.
10. Pay attention and ensure that all requests are acted upon and all details are accurately recorded.

**General**

* 1. To be a team player
  2. To comply with company procedures
  3. To promote continuous quality improvement.
  4. To develop an understanding of the work of the wider Charity delivery and are willing to learn from and support its growth.
  5. To attend and participate in team meetings as requested.
  6. Respect confidentiality of service users and key stakeholders.
  7. To carry identification badge when on company business.
  8. To maintain CPD for yourself and reporting team by attending training, reading and other relevant activities.
  9. To take every opportunity to promote Develop services to potential customers using marketing material wherever possible.
  10. To undertake any reasonable ad hoc tasks consistent with the position that are requested by the Operational Manager.
  11. To keep an electronic diary constantly updated checking with the Operational Manager before making any appointments not connected with work.
  12. Advise the Operational Manager of any issues that are impacting on your ability to be successful within your role, at the earliest opportunity.

**Skills we are looking for:**

1. You enjoy interacting with people.
2. You care about people.
3. You have a positive “can-do” attitude.
4. You can demonstrate patience, empathy and compassion when required.
5. You have excellent listening & communication skills.
6. You have the ability to remain calm and professional in difficult and challenging situations.
7. You can be flexible when required.
8. You are Reliable.