Customer Services Assistant
Job Description and Personal Specification

**Contract type:** Casual
**Location:** Lift and Platform
**Hours:** Tuesdays and Thursday evenings, ad hoc weekends up to 16 hours per week
**Practical requirements:** Flexibility with evening work and weekend required on an occasional basis. Please note this role will require an enhanced DBS check.
**Reports to:** Operations Manager

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**Job description**

**What is the overall purpose of the role?**

Positioned in our reception area, this role will ensure visitors to our hubs are warmly received and their needs are met. This role will also support our central bookings team by responding to email enquiries for commercial hires and children’s party bookings across three youth hubs.

**Key activities and responsibilities**

- Welcoming hirers into the building, ensuring everything is running smoothly at reception
- Liaising and coordinating with the operational team to ensure the needs of the client are met
- Keeping the reception and entrance areas clean and tidy
- Giving information to drop in enquirers
- Giving prospective client tours of the buildings
- Handling bookings enquiries via email and phone
- Processing bookings using operating systems in accordance with policies and procedures
- Liaising with central bookings team
- Follow up communications to ensure that bookings customers are satisfied
- Responding promptly and professionally to feedback, comments and complaints
- Informing clients that they are supporting youth engagement in Islington and are part of an exciting and innovative approach to developing young people’s services
- Assisting with the building evacuation in case of emergency
- Any other duties as would be expected of a customer services assistant
Personal Specification

1 You are
   1.1 Friendly, cheerful, positive and self-driven
   1.2 Able to work independently and as part of a team
   1.3 Passionate about giving the highest level of service to our customers
   1.4 Someone with a keen attention to detail
   1.5 Positive about learning and embracing challenge and change

2 Education, qualifications or experience
   2.1 One years’ experience in an administrative environment.
   2.2 One years’ experience in a customer-facing environment.
   2.3 Minimum A-C Maths GCSE or equivalent.

3 Knowledge, skills and abilities
   3.1 Strong administrative and organisational skills.
   3.2 Proficiency in a range of software including excel.
   3.3 Good financial acumen, commercially aware, numerate with ability to prepare quotes.
   3.4 A high level of personal presentation and communication skills.
   3.5 An excellent telephone manner.
   3.6 Excellent writing skills with the competence to quickly compose emails to a wide range of business customers.
   3.7 Initiative to solve problems and deal with complaints in a positive and diplomatic manner.
   3.8 Appreciative that the core business of Isledon is youth engagement and development and the bookings team are generating income to support this.
   3.9 A working understanding of equality and diversity with the ability to challenge discriminatory behaviour.