

Customer Services Representative JD

Purpose of the post

As the first point of contact in the POSK building, the role of the Customer Services Representative (CSR) is to provide outstanding customer service at all times to all office tenants, venue hirers and visitors, in person and on the telephone.

The Customer Services Team has a wide variety of duties, carried out on a shift basis. Some CSRs, with additional training, may act as Duty Managers in the absence of the House Manager, with corresponding additional duties and pay.

Responsibilities

The main areas of responsibility are: reception duties at the front desk, opening and closing the building and preparing rooms for hirers, ensuring the security, health and safety of the building and Box Office and Front of House duties for events in the building.

1. Reception

- To ensure that all visitors and other users of the building are greeted warmly on arrival and when necessary, given appropriate directions.
- To answer the telephone promptly and politely with the appropriate greeting, redirect the call if necessary or ensure that clear messages are passed to the appropriate person promptly.
- To provide all appropriate information to enquirers in person and on the telephone or direct them to where the information can be found.
- To log the arrival and departure of all visiting service, maintenance and repair personnel in the appropriate electronic log, inform the appropriate person of their arrival and direct them to the right place.
- To refer queries to the House Manager or Duty Manager if necessary, including all enquiries about hall hire.
- To carry out cloakroom duties as necessary.
- To deal with incoming post, ensuring that it reaches the right recipients.
- To maintain a clean, tidy and welcoming Reception area at all times.

2. Office tenants and venue hirers

- To ensure all halls are fully prepared for hirers in good time and according to plans and instructions provided.

- To issue keys to authorised personnel, including hall hirers, according to written instructions and note the name, time of issue and of return in the electronic log.
- To ensure that when a hall hire is finished, the hired rooms are inspected, lights are turned off and keys are returned. To trace any missing keys promptly and notify the House Manager or Duty Manager by e-mail if they are not found.

3. Security, Health and Safety

- To open up the building and garage in the morning and check the condition of all common areas, including toilets.
- To deal with any minor issues such as replacement of lightbulbs, litter, spillages and other hazards as appropriate.
- To record all faults and more serious issues and incidents fully and promptly in the appropriate electronic log and report to the House Manager or Duty Manager.
- To ensure that the fire alarm system is working properly and to act as Fire/Incident Officers in any emergency. If necessary, promptly and calmly notify the appropriate emergency services and ensure the building is evacuated safely.
- To ensure that all Health and Safety rules relating to fire exits and other issues are adhered to.
- To assist the Theatre Manager with ladder work in the theatre and construction of the tower scaffold when required.
- At the end of last shift ensure that the building is empty, all lights are off, all windows and doors and garage shutters are locked and the alarm is activated.

4. Box Office and Front of House

- To take bookings for designated POSK events, logging them efficiently into the appropriate system as directed by the organiser
- To accept payment for such events either by cash or card efficiently and securely
- To ensure the security and appropriate processing of customer personal data

- To deal effectively with customer queries and complaints, referring them to the appropriate person if necessary
- To act as Front of House in the Theatre or other halls when required to do so: checking tickets on the door, showing customers to their seats and helping elderly or disabled customers, ensuring the production is not disrupted by latecomers or others, dealing promptly with any emergency according to training provided.

5. General

- To be the face of POSK at all times by providing excellent customer service to all users and visitors
- To carry out duties according to POSK policies, including Equality and Diversity
- To work effectively with all other members of POSK staff and Directors
- To attend any staff meetings or training as required
- To undertake any other duties as management may reasonably require.

Customer Relations Team – Person Specification

1. Essential:

- Experience and understanding of excellent customer service
- Excellent communication skills
- Fluency in both written and spoken Polish and English
- Good self-presentation and positive attitude
- Good team working skills
- Ability and willingness to work flexibly including evening and weekend working
- Ability to carry out some manual tasks
- Good computer skills (Word and Excel)

2. Desirable:

- Experience of customer facing role
- Experience of handling sales transactions