Customer Service Assistant

Job Description & Contract Details

POST:	Customer Service Assistant (P/T)
SALARY:	£8538.40 per annum (£8.21 per hour)
POST:	PAYE contract
HOURS:	20 hours per week Including regular daytime and evening shifts on a rota basis. Flexibility is required to provide occasional sick and holiday cover
RESPONSIBLE TO:	Reception Manager

Purpose of Post

To contribute to the smooth running of the venue. Ensuring all customers and visitors are made to feel welcome and are dealt with effectively and courteously.

Key Duties:

Reception

- To be the first point of contact for all customers and visitors, in person and over the phone and online. Dealing with enquiries, passing on calls and taking messages
- Using the Box Office system to take bookings for classes, performances and events
- Cash handling and cashing up
- Data input
- Assistance with marketing campaigns and administrative duties
- Conducting customer surveys and collating the results

Assisting the Reception Manager to ensure the smooth running of the building

- Ensuring the building is welcoming, restocking leaflet holders, tidying up and dealing with any cleaning emergencies.
- To act as a duty manager on a rota basis including checking and locking the building (with another staff member). Ensuring the health and safety of all customers and teachers, addressing any security issues and responding to any other concerns.
- Completing a building checklist and reporting any issues to the Reception Manager
- Provide basic First Aid as required
- Ensuring studios and meeting rooms are set up appropriately.

- To undertake front of house duties for performances, including ushering, bar duties and assisting with duty management.

General

- To work to all legislation and company policy including equal opportunities, health and safety, Child Protection and employment law
- To undertake other duties as may be required from time to time within the level of responsibility of the post.

Person Specification

Experience

Essential

- Experience of working in a customer service role
- Cash handling
- Working in a busy office environment
- Working with Word, Excel and Outlook

Desirable

- Experience of using a box office or booking system
- Experience of working in customer service in a busy arts, entertainment or leisure environment
- Experience of using social media and websites

Qualifications

- A good level of general education
    - – Maths and English GCSEs grades A-C or above essential
- ICT qualification
- Emergency First Aid certificate (or the willingness to obtain)

Personal Qualities

- Commitment to providing high standards of customer care
- Confident and outgoing
- Ability to work on own initiative and take responsibility
- Ability to get on with a wide range of people
- An interest in and passion for Dance/the Arts