

Customer Service Assistant

Personal 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