UNIVERSITY OF WARWICK

Job Description

Job title	Customer Services Assistant
Department	Warwick Accommodation / Estates
Grade	FA3

Job purpose (a brief summary of the role)	Warwick Accommodation requires a Customer Service Assistant to support the Customer Services team and provide administrative support to the Customer Services Manager. This is an excellent opportunity for someone with good organisational and administration skills who would like to work closely with our Student Customers. The post is currently vacant, and you would preferably be available to start as soon as possible. Hours will be 18 hours per week (working any 5 days over 7). The flexibility to work extra hours if required would be desirable during very busy periods.
Duties and responsibilities	**Main duties will be:** • To deliver excellent customer service to students and their family members, internal and external colleagues as well as members of the public. • Responding to customer enquires in person and by email or telephone. • The investigation and resolution of Customer complaints in accordance with the University's Complaints resolution process. • Other duties will include data entry, update Excel spreadsheets and supporting the Customer Services Manager in complaints investigation, recording complaints, and producing reports. • You will provide support in preparing presentations and cover for the Customer Services manager as appropriate. • You will interact with students and liaise with colleagues in internal departments to provide excellent customer service and support the University Open Days and the arrival experience at the beginning of each academic year. • You will be expected to respect customer confidentiality as you may be required to deal with sensitive data and information. • To work safely, be aware of relevant Health, Safety and Fire regulations and act accordingly. • Carry out any other duties as requested by the Customer Services Manager, and Senior Managers within Warwick Accommodation. • In the absence of the Customer Services Manager; to be responsible for making decisions about requests, complaints or emergencies and exercise judgement in taking the appropriate action in a tactful, professional, and efficient manner. • Ability to work autonomously taking decisions and dealing with issues as they arise. • Maintain good liaison and communication between all customers and internal departments to ensure the continued smooth and efficient operation of the department. • To provide appropriate services to all customers face to face, telephone or via computerised system and directing appropriately, taking confidentiality and GDPR into consideration. • Providing support and take the appropriate action to manage incidents and make decisions for students showing signs of distress or anxiety etc. • Retrieval of student information via SiTs for all members of Warwick Accommodation, Student Finance, Senior Warden etc. as required using Kinetic. • Supporting and building relationships with different departments for example, Campus Cleaning Services, Estates Maintenance and Projects, Wellbeing Student Support, Residential Life Team, Student Funding and Finance, Admissions and Security.

	• Working alongside and supporting other administrative support during busy times of the year when additional resource is required. • Representing Warwick Accommodation during University Open Days and Departmental Open Days ensuring that prospective students and parents are aware of the services offered by the University. • To take the initial stresses of any complaint and use tact and diplomacy to offer resolution. • Completion of purchase orders, data input and reports in accordance with University Financial Regulations Opera. • Effective communication internally and externally across a range of levels and seniority. • Listen to customers, build customer confidence, increases customer satisfaction, ensure commitments are met, set appropriate customer expectations, and respond to customer needs. • Follow through on customer commitments despite time pressures or obstacles. • Maintain high standards despite pressing deadlines, working accurately to produce professional work. • Duties carried out with a focus on excellent customer service delivery with the ability to apply judgment and discretion. • Effectively and productively engages with others and establishes trust, credibility, and confidence with others. • Treat all people with respect and values diverse perspectives; participates in diversity training opportunities and provides a supportive work environment for the multicultural workforce. • Ability to prioritise and plan own work, ensuring quality and deadlines are maintained.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	The ability to work 5 days over 7.	A & C
E2	Experience with Microsoft Word, Excel, Outlook and Power-point	A,B & C
E3	Ability to work in a fast-paced environment	A & C
E4	Ability to handle difficult situations and conversations in a professional manner.	A & C
E5	Strong interpersonal skills, including the ability to build a wide range of relationships and deal with colleagues in a professional manner.	A & C
E6	Ability to work under pressure with a high volume of enquiries.	A & C
E7	Able to work on own initiative and as part of a team	A & C
E8	Excellent verbal and written communication skills	A,B & C
E9	Confident telephone manner	A & C
E10	Previous experience of working in a customer facing environment	A & C
E11	Commitment to providing excellent customer service whilst remaining empathetic and sensitive	A & C
E12	The ability to maintain confidentiality	A & C
E13	High attention to detail	A,B & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Previous experience of working with Kinetic	A & C
D2	Previous experience of working with students	A & C