

Customer Services Assistant at the National Centre for Circus Arts

Job Description

Job Title:	Customer Service Assistant
Reports to:	Customer Service Manager
Member of:	Operations Department
Salary:	£21,070.18 pro rata
Holiday Entitlement:	30 days holiday per annum (pro rata) inclusive of the eight statutory bank holiday and rising 1 day per annum up to a maximum of 35 days.
Hours:	35 hours per week, working off a flexible rota system including day, evening and weekend shifts.

Profile

National Centre for Circus Arts Customer Service Assistants are the first point of contact at our reception desk, on the telephone and online. We're looking for someone with experience in a customer service environment who has a welcoming and efficient approach. You will be able to manage priorities during busy booking times, and be proactive in identifying tasks during quieter periods. The holder of this position will act in a supervisory capacity in the absence of the Customer Services Manager as required.

The role

- Taking bookings on the phone and in person
- Assisting people making bookings online
- Providing information about the organisation
- Customer database management
- General reception administration
- Cash handling
- Undertake any other duties as may reasonably be requested
- Supporting the work of the operations department during maintenance and refurbishments and adjusted ways of working, for example under on-site Covid-19 precautions.

The successful applicant will be required to develop a working knowledge of the organisation's aims, structure and history.

Person Specification

Essential:

- Previous experience of working in a customer service and/or reception role.
- A good level of IT competency – including experience of Microsoft Office and database software.
- A commitment to providing excellent customer service.

- The ability and the confidence to communicate clearly, accurately and effectively – on the telephone, in person, in email and through social media.
- Excellent inter-personal skills, and the ability to be tactful, diplomatic, approachable, helpful and understanding.
- The ability to work on own initiative, organising work and time effectively, and to be able to assess priorities.
- Experience of financial reconciliation.

Desirable:

- Previous experience of using booking/ ticketing systems (our current booking system is Spektrix)
- Experience of working in an arts/ leisure environment
- Experience of using social media in a customer service role.