



JOB TITLE: Full Time Customer Service Representative – 40 Hours per week

SALARY: £20,000-£22,000 dependent on experience

JOB PURPOSE

Responsible for assisting in the smooth running of the Centre, including the day-to-day operations involved in running the building, troubleshooting all problems that may arise.

A smart dress code is required at all times.

MAIN DUTIES / RESPONSIBILITIES

- Client Liaison
 - 1st point of contact for centre clients & visitors
 - Greeting all new client prospects as part of the sales tour – assisting with any general enquires they may have.
 - General reception duties
 - 1st point of contact for any client queries or complaints
 - Getting to know your client base.
 - Delivering excellent customer service to our client base
 - Call answering
 - Mail sorting
 - General administration duties as required
 - Setting up meeting rooms
 - Taking meeting room and service bookings
- IT / Telecoms
 - Ensuring client telephone / IT requirements are known and set up prior to new client occupation
 - Telephone programming for new and existing clients
 - Patching of telephone handsets, internet connections
 - Troubleshooting any telephone problems / faults
 - 1st point of contact for any client internet problems
- Security
 - Ensuring all keys given out to personnel / clients are accounted for
 - Responsible for ensuring the centre is secure when leaving at the end of the day

- Administration
 - Provide central administration assistance for the Business Centre.
 - Ensuring all orders have relevant purchase orders in place
 - Opening and dealing with all incoming mail addressed to the Centre
 - Ensuring welcome packs (including keys & health and safety information) are ready for new clients moving into the centre
 - Entering all client services into billing platform
 - Assist Centre Manager with any other relevant duties
- Sales and Marketing
 - Client viewings - showing prospects around the centre, if Centre Manager not available, answering any questions and attempting to close a sale wherever possible
 - Assisting in proactively marketing the Centre
 - Setting up offices ready to market

ESSENTIAL SKILLS

- Excellent communication and time management skills
- Ability to deal with clients
- Ability to work under pressure and demonstrate flexibility
- Excellent organisation skills
- Higher English & Maths (C level or above)
- Intermediate level of Word and Excel and MS Outlook
- Basic MS PowerPoint
- Customer service experience