

# Kent County Council

## Job Description: *Customer Relations Assistant*

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<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>Community Learning &amp; Skills</b>
<b>Grade:</b>	<b>KR4</b>
<b>Responsible to:</b>	<b>Customer Relations Officer</b>

### **Purpose of the Job:**

To act as the interface between CLS and the customer, acting as a company's first point of contact and advising the customer on a product or service, assisting with queries and offering information on products and services in a variety of methods including face-to-face, over the phone and via email; Collect and record customer information, take payment and providing assistance to ensuring the environment is safe and conducive to working and learning.

### **Main Responsibilities:**

- To provide and ensure Customer Excellence for the total student experience, with the aim of increasing income and learner retention.
- Actively engage with learners and centre users to obtain feedback on services provided and use this to inform service improvement.
- Keep up-to-date with all the latest products and promotions and actively promote access to the full range of learner services to encourage participation,
- Maximise and process enrolments with accuracy and timeliness to ensure learner records are up to date.
- Carry out and record aftercare contact with customers.
- Actively participate in all promotions, events and operations including those taking place during the evening and at weekends.
- Understand and meet responsibilities for CLS and KCC Equal Opportunities, Health and Safety, Environmental, Safeguarding (Including Prevent) and other policies and comply with financial regulations.
- Perform a security role, ensure rooms and resources are prepared for use, including moving of light furniture and setting out of spaces in liaison with tutors and colleagues.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Level 2 or GCSE English and Maths</li><li>• NVQ L2 (or working towards) in Customer Care or equivalent</li><li>• ICT – ECDL or equivalent</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience in a customer service environment</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Excellent communication skills</li><li>• Excellent interpersonal skills Well organised</li><li>• Sales Skills</li><li>• Work as part of a team</li><li>• Ability to problem solve</li><li>• Work with accuracy and diligence</li><li>• Ability to perform site security role</li><li>• Ability to travel to meet the requirements of the service in a timely manner.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Commitment to equalities and the promotion of diversity in all aspects of working</li><li>• Awareness of Data Protection and confidentiality issues</li><li>• Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety .</li></ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"><li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li><li>• We are <b>curious</b> to innovate and improve</li><li>• We are <b>compassionate</b>, understanding and respectful to all</li><li>• We are <b>strong together</b> by sharing knowledge</li><li>• We are all <b>responsible</b> for the difference we make</li></ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>