

## Kent County Council

### Job Description: *Eden Centre Receptionist/Customer Contact Assistant*

**Directorate:** Strategic & Corporate Services  
**Division:** People & Communications  
**Department:** Marketing & Resident Experience (MRX)  
**Grade:** KR3  
**Responsible to:** Gateway Coordinator

#### **Purpose of Job**

Deliver a professional and efficient frontline face to face service to customers of the Eden Centre across a variety of services via all contact methods. Support the Gateway Co-ordinator with events and promotions and with the efficient running of The Eden Centre

#### **Main duties and responsibilities**

Answer and respond to customers, providing relevant information and advice via face to face, telephone, or electronic communication.

Interpret queries and problems presented by customers in order to generate appropriate solutions to meet customers' needs. Assess complex enquiries to establish their need for escalation.

Maintain awareness of appropriate service partner information and protocols to ensure that a high quality of service is maintained.

Ensure that information systems and booking records are effectively maintained after each contact to ensure that up-to-date and accurate information can be referenced during future contacts.

Maintain operating standards through their effective implementation when responding to each contact to ensure that customers are always provided with a high quality and efficient service.

Support in the planning and delivery of events and promotion of The Eden Centre.

Set up rooms and halls for hirers to include movement of furniture. This involves physical activity.

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

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### Person Specification: *Eden Centre Receptionist/Customer Contact Assistant*

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The following outlines the minimum and desirable criteria for this post.

Applicants who have a disability and who meet the minimum criteria will be shortlisted. Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	Educated to GCSE standard or equivalent in Maths and English C grade or above, or equivalent.
<b>EXPERIENCE</b>	Experience of providing a customer focussed, high quality, front-line public enquiry service (face-to-face, by telephone, or by electronic communication).
<b>SKILLS AND ABILITIES</b>	<p>IT literate with proficient computer skills in data entry and information retrieval with the ability to maintain effective customer contact at the same time, (face-to-face, or by telephone) even in situations where systems fail.</p> <p>Proficient in the use of Microsoft Systems and internet usage.</p> <p>Effective communication skills, both written and verbal with a polite, efficient and courteous manner. Able to deal sympathetically with distressed, agitated, confused, irate customers or those with special needs.</p>
<b>PERSONAL QUALITIES</b>	<p>Self-motivated and resilient.</p> <p>Positive 'can do' attitude.</p> <p>Able to learn and retain information.</p> <p>Able to remain calm under pressure.</p> <p>Possess a friendly and helpful disposition.</p>

**BEHAVIOURS AND  
KENT VALUES**

**Kent Values:**

- **We are brave. We do the right thing, we accept and offer challenge**
- **We are curious to innovate and improve**
- **We are compassionate, understanding and respectful to all**
- **We are strong together by sharing knowledge**
- **We are all responsible for the difference we make**