

## Kent County Council

### Job Description: *Customer Relations Assistant*

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

#### **Hours of week:**

Hours will vary. A flexible working approach is required to ensure business needs are met. The working pattern will include weekend and evening hours as required.

#### **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:**

1. To provide and ensure Customer Excellence for the total student experience, with the aim of increasing income and learner retention.
2. Actively engage with learners and centre users to obtain feedback on services provided and use this to inform service improvement.
3. 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.
4. Maximise and process enrolments with accuracy and timeliness to ensure learner records are up to date.
5. Carry out and record aftercare contact with customers.
6. Actively participate in all promotions, events and operations including those taking place during the evening and at weekends.

7. Understand and meet responsibilities for CLS and KCC in relation to Equal Opportunities, Health and Safety, Environmental, Safeguarding (Including Prevent) and other policies and comply with financial regulations.
8. 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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### Person Specification: Customer Relations Assistant

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.

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| <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/ICDL or equivalent.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>EXPERIENCE</b>                          | <ul style="list-style-type: none"> <li>• Experience in a customer service environment.</li> <li>• Administrative experience</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>SKILLS AND ABILITIES</b>                | <ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> <li>• 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 GDPR 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><b>Our values enable us to build a culture that is:</b></p> <ul style="list-style-type: none"> <li>• Compassionate &amp; inclusive</li> <li>• Working together – building and delivering for the best interests of KCC</li> <li>• Externally focused – residents, families and communities at the heart of decision making</li> <li>• Flexible/agile – willing to take (calculated) risks</li> <li>• Empowering – our people take accountability for their decisions and actions</li> <li>• Curious – constantly learning and evolving</li> </ul> |