

Job Description

Customer Support Apprentice

RESPONSIBLE TO: Customer Support & Enforcement Manager

JOB PURPOSE:

You will be working as part of our team providing an excellent response to customers and handling queries at first point of contact within our Customer Support Team. You will also study for a nationally recognised NVQ Level 3 qualification in Housing and gain valuable working experience.

'WHAT' – you do!

- Learning to apply a range of ICT and interpersonal skills in order to provide an excellent service to customers including answering incoming calls, responding to emails, greeting customers face to face and assisting with some basic administrative and post room duties.
- Learning to work effectively as part of a team as well as on own initiative, developing excellent communication skills.
- Learning to deal with all queries in an effective and efficient way.
- Learning how to accurately maintain records, both manual and computerised.
- Gaining a good understanding of policies and procedures.
- Maintaining excellent levels of attendance at college/tutor sessions and successfully achieving an NVQ.

'HOW' – you do it!

We deliver the above by displaying the following example behaviours:

- Treating everyone with respect, being courteous and sincere
- Helping colleagues to do a great job
- Taking responsibility and have a positive attitude and approach to work
- Meet promises given to customers and colleagues
- Inform Managers/Staff when a customer is unhappy to ensure a resolution
- Keep thinking 'how can we do this better'

No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.



Person Specification

	ESSENTIAL/DESIRABLE	ASSESSMENT
Behaviour - HOW		
Transparent with your teams and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upfront and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
Transparent with your teams and peers	E	I/A
Qualifications		
Minimum 4 GCSEs grade 4-9 including maths and English	E	I/C
Experience – WHAT		
Experience of working as part of a team	D	I/A
Experience of providing excellent customer service	D	I/A
Skills/Abilities/Competence – WHAT		
Communication skills	E	I/A
Punctual & Excellent organisational skills	D	I/A
Strong I.T. Skills	E	I
Friendly, professional and approachable	E	I/A
Team Player	E	I
Able to work confidentially and use initiative	E	I/A
Enthusiastic and willing to learn	E	I/A
Customer Focused	E	I/A

METHOD OF ASSESSMENT

- A** **Application form**
- I** **Interview**
- C** **Production of Certificates**

