

Role Information

Customer Service Assistant



Role Details

Job title	Customer Service Assistant
Unit	Delivery
Contract type	Permanent
Grade	1
Salary range	£25,185 to £27,981
Responsible to	Lead Customer and Business Support Officer
Responsible for	Not applicable

Role Purpose

The **Customer Service Assistant** provides effective customer service and first line enquiry management for GTC Scotland.

Role Outline

Responsibilities of All GTC Scotland Employees

- ❖ Commit to GTC Scotland's values and principles
- ❖ Understand that our communities improve through the provision of strong and effective education, and you have a role in helping that happen
- ❖ Take ownership and responsibility through your work
- ❖ Be self-aware, understanding your own strengths and areas for development
- ❖ Be a restless learner, seeking opportunities for your own growth
- ❖ Deliver work effectively to ensure impact
- ❖ Work collaboratively to share and develop expertise
- ❖ Ask for help when you need it
- ❖ Be flexible and adaptive to meet our needs and those of our registrants
- ❖ Actively find and develop solutions to issues

Role Specific Responsibilities

- ❖ Provide effective customer service on behalf of GTC Scotland.
- ❖ Manage and respond to a high volume of inbound calls listening carefully to caller's requirements to ensure requests are dealt with effectively and efficiently in line with policy and procedure.
- ❖ Stay calm and focused in dealing with customer enquiries, using information sheet prompts to resolve simple enquiries, and preventing the need for further response when possible.
- ❖ Relay standard responses to specific situations clearly, calmly and consistently.

- ❖ Listen to information provided by customers during calls and accurately complete electronic contact forms using question prompts as required to correctly capture key information and always looking to resolve enquiries at the earliest possible stage.
- ❖ Follow process and procedure to complete allocated first line enquiry administrative tasks.
- ❖ Meet targets as set out and agreed with your line manager.
- ❖ Share best practice knowledge with colleagues to promote continuous improvement.
- ❖ Provide cover for reception to receive external visitors, ensure entry and exit, provide catering and support meeting arrangements as required.
- ❖ Process incoming and outgoing mail/deliveries, including arranging couriers where required.
- ❖ Perform other duties that may be reasonably required within the scope of your role as assigned to you.

Person Specification

	Criteria
Qualifications and Training	Essential
	Qualifications at Higher level (SCQF level 6), or equivalent attested vocational or work-based training
	SCQF level 6 English (or equivalent)
	A relevant customer service/secretarial/administrative qualification, or equivalent attested vocational or work-based training
	Evidence of ongoing professional learning
	Desirable
	Not applicable
Knowledge, Skills and Experience	Essential
	Experience in effective interactions with colleagues, customers and/or service users
	Good quality written skills
	Good digital literacy including competency with Microsoft 365 applications (including Outlook, Teams, Word, Excel, PowerPoint, SharePoint, Dynamics)
	Experience of working in a customer contact, secretarial, administrative or similar role
	Desirable
	A good understanding of the work of GTC Scotland
Personal Qualities	Essential
	Effective and demonstrable communication
	A commitment to excellence in self and ongoing learning
	The ability to maintain absolute confidentiality and discretion
	A commitment to team working
	Desirable
	Not applicable
Special Conditions	Essential
	Not applicable
	Desirable
	Not applicable