

Job description

Job title: Customer Service Officer

Grade: Dorset Grade 3

Job evaluation reference: BA6030c

Job family: Business, Policy & Administration

Purpose and impact

The role of the Customer Service Officer is to provide friendly and high-quality frontline customer services via the appropriate customer access channels. To carry out day to day administration duties to ensure the customer service function is run as efficiently as possible. The role aims to enhance the customers experience through listening to feedback and recommending improvements to the customer service function.

- Provide a welcoming environment for all customers ensuring a professional frontline service is delivered at all times
- Be familiar with and use all relevant ICT systems required
- Ensure accurate administration of customer records and bookings to enable valuable data to be collated and analysed
- Maintain a clean and tidy customer service area
- Work alongside others and carry out general team duties

Key responsibilities

Provide a welcoming environment and deliver high quality visitor services

- Promote a welcoming environment for customers, promoting enjoyment of health and activity facilities and programmes
- Ensure accuracy and consistency when providing information to customers
- Take part in special events and activities as required
- Have a comprehensive knowledge of all facilities on offer, including any restrictions that customers may need to be informed of
- Monitor and deal with telephone calls, enquiries and radio messages
- Engage with customers ensuring advice and guidance provided is relevant and most suited to their needs
- Deal with and record complaints in line with procedure
- Manage promotional material where appropriate and signpost potential customers towards offers applicable to their requirements

Operate and maintain the customer service area

- Maintain a high level of cleanliness around the customer service area, ensuring it is fully stocked and up to date at all times
- Ensure shop stock display is presentable, sell products and shop items, assist with the ordering of stock and pricing
- Process customer payments accurately using ICT
- Engage with customers when receiving and processing payments, ensuring that all transactions are handled in accordance with council policy and that accurate records are maintained
- Be aware of security of tills, be accountable for all income received and complete cash up



- Monitor and assist with overseeing computer systems

Carry out a range of administrative tasks

- Maintain the bookings database and process payments
- Update website events and booking system as directed
- Manage season tickets/customer membership forms, update database and file storage
- Attend to emails and post daily, responding as necessary
- Carry out administrative tasks such as data processing, scanning and filing as required
- Take group and society bookings and payments, make data available to concessionaires
- Deal with lost property, both lost and found, entering Lost Property Book

Carry out general health and activity duties

- Occasionally carry out health and activity volunteer meetings and support training sessions as required
- Be aware of Health and Safety of yourself, colleagues, groups and members of the public in all areas of work and deliver first aid as required
- Carry out regular facilities inspections and record and act on the findings
- Assist with monitoring and research as required

Other

- Be prepared to work weekends and unsociable hours
- To be available to assist with any major incident, event or emergency as may arise
- The post is subject to a Basic DBS check
- Any other duties deemed reasonable for the post

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Appropriate Duty Manager

Responsibility for: N/A

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. Full details can be found on our website.



Person specification

Applicants will be shortlisted based on demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all the specific areas over the course of the selection process.

Essential

Essential criteria are the minimum requirement for the above post.

Qualifications / training / registrations	Assessed through:
Required by law, and/or essential to the performance of the role	
1. 5 GCSE Grade C/4 or equivalent	Application form
2. Relevant vocational training including customer service	Application form
Experience	
3. Visitor services, front of house, customer care experience	Application form
4. Cash handling and reconciliation	Application form
5. Point of sale and electronic booking systems	Application form
6. Administration tasks and data entry	Application form
7. Experience of working as part of a team	Application form
Skills, abilities & knowledge	
8. Excellent verbal, interpersonal, presentation and written communication skills	Interview Assessment
9. ICT Systems	Interview Assessment
10. Flair and innovation and the ability to adapt to new ways of working	Interview Assessment
11. Ability to work evenings, weekends and school holidays	Interview Assessment
12. Willingness to wear a uniform and present a smart professional appearance	Interview Assessment
13. Ability to work under pressure and multitask	Interview Assessment
14. Ability to use own initiative within area of responsibility	Interview Assessment
15. Ability to work independently on an early or late shift	Interview Assessment
16. Basic DBS check	Interview Assessment
Our values	
17. Respect	Interview Assessment
18. Together	Interview Assessment
19. Accountability	Interview Assessment
20. Openness	Interview Assessment
21. Curiosity	Interview Assessment



Desirable

Desirable criteria will only be used in the event of a large number of applicants meeting the minimum essential requirements.

Qualifications / training / registrations	Assessed through:
22. Evidence of CPD	Application form
Experience	
23. Working in a country park or leisure service setting	Application form
24. Retail (shop) experience	Application form
25. First Aid Qualification	Application form

Approval			
Manager		Date	January 2025

