

Customer Service Apprentice

National Apprenticeship Wage

35 hours weekly

Travel Pass available (Subject to T's & C's)

25 days annual leave pro-rata

Company training programme



North Smethwick Development Trust is based at the Brasshouse Community Centre in Smethwick and delivers a variety of activities and services including and community projects and services. We are developing our offer to customers and now require a Customer Service Apprentice to help support the day-to-day operations.

Job Purpose:

To deliver great customer service and work well with the team to create a friendly, warm and welcoming environment with the key aim of ensuring our customers enjoy a great service, that they revisit us and recommend us to their colleagues, family and friends.

DUTIES & RESPONSIBILITIES

Deliver excellent customer service, at all times by:

- Giving every visitor and customer a friendly welcome when they enter the premises
- Check all booking requirements and set the room up according to the hirers needs
- Meeting and greeting the person responsible hiring the premises to make sure that the room is set up to requirements stated on the booking form
- Act as a point of contact throughout the hire period, answer any queries and ensure any customer queries and complaints quickly and professionally
- Going through the fire procedures and inform customers if there is an expected fire drill that day and inform them of the procedures
- Checking the booked refreshments exact numbers for these and inform the kitchen staff of the set times for the day events including any buffet orders
- Making sure that all areas where refreshments are to be served are set out in the correct manner and are clean and presentable
- Assist in setting up and down rooms down for events and storing all equipment/furniture in the relevant places including technical equipment
- Valuing our customers by engaging them in appropriate conversation and making them feel welcome
- Making sure that every hirer is sent a customer satisfaction survey to complete
- Reporting any defects or other issues to the rooms to your line manager
- Take pride to ensure the front reception and other areas of use by hirers are clean and tidy at all times
- Taking telephone calls in a professional manner ensuring calls are directed appropriately and messages taken in a professional manner
- Work with the team to undertake marketing for events - this will include designing and distributing leaflets as well as updating social media and our website (training will be provided)

Person specification

- Able to effectively communicate and work well with people
- Be flexible and disciplined and able to interact and network with people

- Must be a good problem solver and diligent with attention to detail
- Be self-motivated and able to use initiative
- Have excellent presentation and good listening skills
- Be organised and have good time management
- Ability to communicate effectively and precisely
- Good organisational skills with the ability to prioritise own workload
- Maintain confidentiality at all times
- Presentable and professional appearance
- Good sense of humour
- Flexible with a willingness to learn
- Reliable and punctual
- Able to work as part of team - willingness to join in
- Commitment to the vision and values of the Charity

Other duties

To be aware of your responsibilities in accordance with the company Health & Safety procedures.

To support the team by helping out others when required and be involved in and contribute at team meetings

ARE YOU INTERESTED AND WANT TO KNOW HOW TO APPLY

To express your interest, please send a covering letter of no more than 1 side of A4 demonstrating clearly how you meet the requirements of the post to: info@nsdt.org.uk

**Alternatively, by post to: Brasshouse Community Centre, Brasshouse Lane,
Smethwick B66 1BA.**

**Closing date for receipt of expressions of interest is 10.00am on the 14th October 2024
Please note this post is subject to a DBS check**