

## **Job Description**

**Job Title:** Customer Services Assistant  
**Main Duties** To assist the Customer Services Officer with the provision of high-quality Customer Services

### **1. Frontline Services**

#### **1.1 Main Reception**

- 1.1.1 Deal with enquiries from our tenants and other service users and assist where possible.
- 1.1.2 Update and maintain key sources of information displayed in our reception and staff noticeboard.
- 1.1.3 Open, record, and distribute incoming mail to Managers. Process outgoing mail and arrange delivery to the Post Office.
- 1.1.4 Ensure office stationery requirements are met by ordering and stocking sufficient supplies.
- 1.1.5 Coordinate the distribution of the quarterly newsletter and other information to tenants and others.

#### **1.2. Repairs**

- 1.2.1 Provision of an efficient and effective repair service. Process repair orders, keep tenants informed of progress with repairs, and work with contractors to ensure timescales are achieved. Update repair orders on completion.
- 1.2.2 Assist with the production of performance reports about repairs.
- 1.2.3 Assist with the maintenance of the program of Annual Gas Safety Checks.
- 1.2.4 Record all invoices from the system, ensuring relevant paperwork is attached. Liaise with contractors to resolve any straightforward queries with invoices.

## **2. Administration/Clerical Services**

- 2.1 Provision of administration and clerical service to other staff including photocopying, typing, and mailshots.
- 2.2 Contribute to producing reports and information for tenants, other service users, staff, and Management using Microsoft tools such as Word and Excel.

## **3. Digital Services**

- 3.1 Contribute to the implementation of our Digital Strategy. This includes but is not limited to keeping our website, staff intranet, and digital signage updated and loading Committee papers, reports, documents, and policies onto our Board Portal.