

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 services users and provide assistance where possible.
- 1.1.2 Update and maintain key sources of information displayed in our reception and staff notice board.
- 1.1.3 Open, record and distribute mail to Managers.
- 1.1.4 Ensure office stationery requirements are met by ordering and stocking sufficient supplies.
- 1.1.5 Co-ordinate 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 repairs service. Process repair orders, keep tenants informed of progress with repairs and work with contractors to ensure timescales are achieved.
- 1.2.2 Assist with the maintenance of the programme of Annual Gas Safety Checks.
- 1.2.3 Record all invoices received onto system.

2. Administration/Clerical Services

- 2.1 Provision of an administration and clerical service to other staff including photocopying, typing and mailshots.

- 2.2 Contribute to the production of 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 not limited to keeping our website, staff intranet, digital signage updated and loading Committee papers, reports, documents and policies onto our Board Portal.