

Job Description



Job Title:	Customer Service Apprentice
Reports to:	
Grade:	Apprentice Grade
Date:	2019

1. Job Purpose

To provide a range of support to our customer service and sales teams which may include activities such as telephony support dealing with queries from our customers, making outgoing sales calls, recording information on customer sales activities, reception duties, postal services, and preparation of materials for meetings and events.

The post holder will have responsibility for managing their own tasks but will always be under the direct supervision of a qualified/experienced colleague.

Full training will be given.

2. Organisational Structure

Not applicable

3. Dimensions

- No direct responsibilities as this is a training role.

4. Principle Accountabilities

- Accountable for college work and a positive outlook to learning with an outcome of NVQ level 2 or 3

An apprenticeship is a learning role therefore, the list below represents tasks that might be undertaken however full training will be given.

- Taking incoming calls from customers, dealing with queries and complaints on existing orders and placing new orders onto the system
- Making outgoing calls to customers to advise on existing orders
- Calling suppliers to chase goods and resolve customer queries

- Provide general administrative and sales support such as assisting with organising meetings for field sales staff, processing customer paperwork, inputting customer information on the CRM system
- Provide administrative support for the department, including the organising of room bookings and equipment, collating responses from customers, taking minutes when needed and building sample packs for events
- Accurate record keeping appropriate to the department
- Producing documentation using MS Office applications with guidance from colleagues
- Accurate data input
- Processing orders and invoices
- To provide reception cover, speaking with customers, suppliers and visitors both face to face and over the phone, dealing with enquiries in a friendly and professional manner ensuring a high level of customer service is delivered.
- Opening and sorting incoming mail for distribution internally; Collecting and processing outgoing mail
- To work co-operatively with colleagues to ensure that the function operates consistently and effectively in the implementation and application of all departmental procedures and policies.
- To work co-operatively with colleagues to ensure that the team operates consistently and effectively by providing general administrative support
- To keep up to date with information, training and development opportunities appropriate to maintaining and developing professional service standards.
- Ensuring that services are delivered in line with relevant legislation, YPO objectives and policies including those relating to Equality and Diversity, Customer Care and Health and Safety.
- To undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post

5. Planning and Organising

- Timekeeping and punctuality in line with departmental requirements
- With direction and support from the line manager completing allocated tasks in a timely manner

6. Decision Making

- No accountability required as this is a training role.

7. Internal and External Relationships

- Greeting visitors in Reception
- Building relationships with colleagues at YPO
- External suppliers/contacts/customers appropriate to the department
- College Tutor
- Apprentice Manager

8. Knowledge, Skills and Experience

Area	Essential	Desirable	Assessment
Knowledge			
GCSE or equivalent Grades A*-D (Grade 4 and above from 2017) in Mathematics, English Language and 2 other subjects <i>Students may refer to their predicted grades in either or both formats</i>	x		Application
IT skills to GCSE or equivalent		x	Application

A good understanding of the skills required for a customer sales and service telephony role, with a keen desire to provide outstanding customer service	x		
Skills			
Excellent attention to detail with a clear commitment to getting it right first time	x		Application/Interview
Customer focused with a proactive approach to problem solving in order to resolve customer queries	x		Application/Interview
Ability to remain calm under pressure	x		Application/Interview
Good time keeping skills with the ability to prioritise tasks in order to achieve targets	x		Application/Interview
Able to work at speed whilst maintaining quality and accuracy standards		x	
Excellent written and verbal communication skills with a confident and professional telephone manner	x		Application/Interview
Ability to use MS Office products to produce documentation	x		Application/Interview
Experience			
Any work experience, part time or voluntary employment such as shop work, customer service roles or support in an office clerical position		x	Application/Interview
Experience of participation in school/college extra-curricular activities		x	Application/Interview
Experience of working in a team, e.g. sports clubs, hobbies or school project work		x	Application/Interview

9. Special Features

- A cheerful and optimistic attitude to work
- The drive and determination to 'make things happen' and to succeed
- Ability to build relationships and rapport with colleagues and customers
- A commitment to self-development
- A good team player

Apprentices are expected to get involved with apprenticeship promotion activities for YPO such as National Apprenticeship Week and careers fairs.

Jobholder Signature:

Manager Signature:

Date: