

Job Description
Ref no:

Job Title	Customer Services Assistant		
Directorate or Region	EU	Department/Country	Customer Service / Romania
Location of post	Bucharest	Pay Band	J
Reports to	Customer Services Coordinator	Duration of job	1 year

Purpose of job:

To deliver high quality services to internal and external customers and clients, which meet their needs and enable the British Council to achieve its' objectives. To project a professional image of British Council and the UK by providing a high quality, welcoming and efficient integrated service.

Context and environment: (e.g. dept description, region description, organogram)

The British Council is the United Kingdom's international organisation for educational opportunities and cultural relations. We have been operating in Romania since 1938 and are present in three cities: Bucharest, Cluj-Napoca and Iasi. We build engagement and trust for the UK through the exchange of knowledge and ideas between people worldwide.

The Romania office is part of the British Council's EU region. We continue to be active across the spectrum of project and partner activity in Arts, Education and English, with a limited Society portfolio. We see English, via global products, new technologies and teacher training, as the area where we can achieve most impact and most closely meet local needs. The following are particularly important in the way we work:

- a) we integrate all aspects of our work regardless of how they are funded;
- b) we are entrepreneurial in seeking and exploiting new opportunities;
- c) we focus on delivering excellence to the customer in order to achieve maximum impact;
- d) we work with and through partners to ensure that our work is relevant and to increase impact and sustainability;
- e) we are forward-thinking in our use of new technologies to communicate with our audiences;
- f) we are clear and confident about our offer to partners and customers: access to UK excellence; our reputation as a trusted partner and provider; our ability to work across sectors; our access to international networks;
- g) we put our values – people, creativity, mutuality, professionalism, integrity – at the heart of our work. We are committed to equal opportunity and to the celebration and promotion of diversity and inclusion.

Accountabilities, responsibilities and main duties:

1. Customer services:

- Deliver professional customer service to both internal and external customers at two distinct areas of the Customer Service department: Front Desk and Call Centre;
- Provide professional answers to customers' enquiries of different nature and format in accordance with British Council corporate standards outlined in Customer Management Framework and Operational Metrics and Standards:
 - e-mail
 - face-to-face
 - phone
- Pro-actively cross-sell and promote the British Council services to enquirers;
- Own customer feedbacks by making clear notes on an enquiry/complaint, channelling them to relevant members of staff and by ensuring the answer is given on time.
- Act proactively, read web site regularly, communicate to colleagues to ensure an excellent knowledge of all British Council products and their updates.
- Assist with competitions and other office events. Participate in team projects as required and other individual tasks to be specified.

2. Teaching Centre, Exams and other services

- register customers for Teaching Centre, Exams and other services and proactively cross-sell all relevant British Council services which customers may be interested in.
- Prepare and take responsibility for handling relevant documents for Teaching Centre (TC) and Exams customers, such as TC registration packs, receipts, invoices, information leaflets, Exams application forms etc.
- Process library operations i.e. loans and returns, reservations, renewals, consultancy and reference services, communication to customers at defined quality standards;
- register customers for Conversation Clubs and Debate @British.

3. Promotion and cross selling of the British Council services

- Create and hold a professional image of the British Council
- Act as the first point of contact to both internal and external customers regarding any piece of information on British Council activity
- Bear responsibility for information provided to all customers
- Administer customer services area, make sure it is clean and used effectively
- Keep all information and promotional materials up to date
- Deliver promotion and cross-selling of integrated services
- Assist with organising and administering office events

4. Financial responsibilities

- receive and handle British Council revenue in cash and credit card
- ensure confidentiality and safety of documents and transactions
- use of SAP
- reconcile revenue on a daily basis

5. Administrative Support

-Deliver administrative support as per daily working hours agreed with Line Manager. The administrative support would include one or more of the following activities: maintaining the stock of promotional materials, support during presentations/events, revenue reconciliation, shelving or any other similar activity. To respond to ad-hoc professional and job related requirements in the interest of the operation, as formulated by Customer Services Coordinator.

6. Training and Development

- Professional development plans support performance and job satisfaction
- Training plans to be agreed with the Line Manager
- British Council mandatory trainings to be completed and refreshed every year

Performance Standards:

- British Council Customer Service Standards are known and met
- British Council Customer Enquiries Management Policy is known and followed in everyday work
- British Council Customer Comments and Complaints Management Policy is known and followed
- Service Level Agreement with internal stakeholders is followed and revised regularly
- Customer service excellence standards are used as a benchmark for performance improvement
- Feedback from external and internal customers to be measured by corporate evaluation scheme
- British Council Customer Management Framework and Operational Metrics and Standards are known and strictly followed
- Health and Safety regulations are followed in day-to-day work
- Full awareness of services offered by British Council worldwide and in Romania
- British Council Financial procedures
- Comply with the British Council Equal Opportunities and Diversity Policy.
- Responsible for understanding and acting according to the Health and Safety Procedure and Child Protection procedure.

The British Council believes that all children have potential and that every child matters – everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC 1989

Key relationships: (include internal and external)

Working with British Council Romania Customers (Teaching Centre students, Exam candidates, Library members, BritTeen and Debate @British members, Professional Development courses and seminars and any other British Council's services customers).

Main Stakeholders: Teaching Centre, Exams

Other important features or requirements of the job

(e.g. travel, unsocial/evening hours, restrictions on employment etc)

40 hours / 20 hours per week, depending on the position occupied – full-time or part-time. The successful candidate will work in shifts, covering the opening hours of the Customer Services Team. Based on the operational requirements, the shifts may alternate from the back office, to call centre or front office.

Evening and weekend working is required on a regular basis. Flexible working hours required to cover a shift pattern which include Saturdays as per customer led working hours

Experience

Submitted by