

Job Description

Job Title: Customer Service Coordinator

Responsible to: Office and Training Manager

Location: Head Office Bristol

Salary: Central Administration £23,710

Contract: Permanent Contract

Role Purpose

The role of the Customer Service Coordinator who will provide efficient and high quality customer, client support and administrative support to all services within Ara.

Key responsibilities/accountabilities

To be a central member of Ara's support services for Bristol, the South West and Wales. To assist with providing efficient and high quality administrative support.

Working directly with the client to ensure they are enrolled in the correct service and maintaining client contact for their first stages of their recovery journey.

Specific duties

- Ensure the Reception is welcoming and inclusive for all visitors and staff
- Offering a warm welcome to all Ara visitors and meeting the customer service needs of professionals and clients.
- Giving information and signpost to Ara services and drop-in sessions to ensure clients are empowered to access services as appropriate to their needs.
- Having skill set to complete central administration tasks – including updating Polices and supportive central administration tasks.
- Being responsible for the security and maintenance of the reception area and ground floor meeting rooms.
- Auditing and ordering stock for the Organisation
- Arranging quotes and ordering branded stock

- Managing the Recruitment inbox and placing adverts on our website and recruitment sites
- Hotel and train bookings for staff – maintaining records of bookings
- Supporting the Housing Administrator with housing referrals, and assist in the development of Ara’s central database.
- Focus on the continuous improvement of our customer service and look to make improvements from feedback
- Observe all the organisation’s policies, including but not limited to health and safety at work, equal opportunities, confidentiality, substance misuse testing policies and procedures, data protection, inclusion and diversity policies.
- Undertake other duties and responsibilities in keeping with the nature of this post as may be required and instructed.

Skills, Experience & Knowledge

- Ability to enter and maintain data with a high level of accuracy, experience of the design, delivery and evaluation of the relevant service, with the aim of embedding continual improvement
- Ability to deal with a wide range of people in a professional and understanding manner
- Proficient in the use of Microsoft Office applications
- Good general administration skills ie: confident telephone manner, answering enquiries, document collation and filing
- Excellent communication skills, clear written style, concise report writing and a methodical approach to work
- High level of literacy and numeracy and the ability to produce succinct reports and costed proposals
- Good knowledge of health and safety, safeguarding and data protection policies
- Good IT literacy, and an appreciation of the contribution data makes to clear reporting

Personal qualities

- A Customer Service approach for meeting all clients and professionals
- An extra mile approach to our customer care
- A positive, enthusiastic and organised approach to administrative work with the ability to work on own initiative.
- Organised and good time management with ability to multi-task and pay attention to detail.
- Confident to be boundaried and assertive
- An understanding of confidentiality and a willingness to respect operational guidelines regarding confidentiality.
- A commitment to and understanding of equal opportunities
- A commitment to Ara's overall aims and objectives with an ability to present Ara in a way that is consistent with its philosophy.