

Customer Service Advisor - Student Services - Accommodation - Grade E

Job Description

Purpose

Part of a team committed to excellent customer service for our customers, ensuring that they receive the best experience throughout their student journey.

To assist in ensuring a comprehensive, customer focused service, including face to face customer guidance, support and advice.

Duties

1. To ensure all requests for accommodation from new and existing students are dealt with promptly and fairly in a friendly, helpful and efficient manner in accordance with agreed procedures.
2. To respond promptly to requests for information in relation to accommodation from students.
3. Monitor and maintain records of vacancies with our accommodation.
4. To maintain accurate records regarding applications to move rooms and to facilitate viewings of suitable vacancies.
5. To liaise with leased hall staff regarding vacancies, key returns, room viewings etc.
6. To issue offers, contracts, invoices and other confirmation correspondence and resolve related queries.
7. To keep and update accurate records of student rent debt and assist in the collection process.
8. To provide a helpdesk service for students using the on-line application and offer system.
9. To work with colleagues across the University to ensure published information, via web, Room Service, written or via social media is accurate and timely.
10. To develop and maintain a close working relationship with Residences Officers and Asst. Residences Officers to ensure joined up, cohesive and consistent inter-team working.
11. To provide administrative support to the Customer Service Officer and Customer Service Manager as required.
12. To participate in University Open days, Welcome Events, Offer Holder Days and other events to support the University.
13. Any other duties commensurate to the post and grade.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of delivering high levels of customer service in a demanding environment (Application/Interview).

- Experience of customer care and understanding of confidentiality and discretion (Application/Interview).
- Experienced in working with database systems (Application/Interview).
- Degree or professional qualification or equivalent level of experiential learning (Application).
- Empathy with students and customers (Application/Interview).
- Excellent communication skills (verbal and written) and proven IT skills (Application/Interview).
- Self-motivated with the ability to use own initiative when appropriate to resolve many day-to-day-issues (Application/Interview).
- Ability to prioritise own work and meet deadlines (Application/Interview).
- Ability to remain calm under pressure (Application/Interview).
- Ability to work unsupervised and as part of a team and the ability to exercise judgement and initiative (Application/Interview).
- Professional approach to work and completion of tasks (Application/Interview).
- Willingness to undertake any training required (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting all as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Higher education experience either through work experience or as a student (Application/Interview).