



Job profile

Apprentice Customer Service Assistant

Group: Housing, Environment and Healthy Communities

Service: Property and Asset

Location: Various

Line Manager: As allocated

Car User Status: N/A

Job Purpose

To provide an effective service by carrying out the duties associated to the specialist area being learnt, whilst completing an apprenticeship.

As a Customer Service Apprentice, you will develop positive working relationships with internal and external customers whilst providing communication and support in all aspects of the chosen area.

You will develop skills and experience to ensure the highest level of customer care is provided.

The key roles of this post will include:

1. Be committed to the apprentice programme and willing to learn from all formal development activities in your chosen areas
2. To provide an excellent level of customer service to all customers in order to ensure a consistently high level of customer satisfaction
3. To liaise closely with others to ensure that the needs and requirements of customers are met
4. Take ownership for own development and committed to the exchange of information including; ideas, development, actions and feedback
5. Work proactively with mentor to assess areas of strength, development areas, career goals and personal objectives
6. Communicate with managers/supervisors/human resources, taking responsibility for addressing any issues, concerns or difficulties as soon as they arise.
7. Attend all identified training activities at work and at college and work towards achieving the qualification or statement of attainment stated in the apprenticeship contract
8. Such other responsibilities allocated which are appropriate to the grade of the post



Criteria

Essential

- 5 GCSEs Grade A* to C (Grade 4-9), (or equivalent) including English and Mathematics

Desirable

- Customer service experience

Competency definitions

Organisation

Organises own time effectively and creates own work schedules. Prioritises and prepares in advance. Sets realistic time-scales.

Using initiative

Takes responsibility for own actions.

Customer Focus

Puts the customer first and is eager to please them. Works hard to meet customer needs and looks after their interests.

Team Working

Fits in with the team. Develops effective and supportive relationships with colleagues. Is considerate towards them and creates a sense of team spirit.

Communicating Orally



Speaks confidently and fluently. Talks at a suitable pace and level. Holds others attention when speaking.

Communicating in writing

Writes fluently, clearly and concisely. Adapts own written communication style to suit others.