

HOPSCOTCH

Children's Nurseries

JOB DESCRIPTION – CUSTOMER SERVICE ADMINISTRATOR

Reporting to: Office Manager

Full time position: 37.5 hours a week

Holiday: 28 days per annum including 8 statutory holidays

Salary: £20,000

Probation period: 6 months

Notice period: during probation 4 weeks, after probation period 6 weeks

Requirements

Educated to degree level, excellent literacy and numeracy skills with the ability to proofread and edit to a high standard of English. Excellent customer service and telephone skills, PC literate and fully conversant with MS office applications, email and internet; effective time management, flexible, adaptable, organised, ability to multi-task and work well under pressure.

Ability to drive company vehicle including clean driving licence.

Two satisfactory relevant references.

This post is subject to a DBS check at Enhanced level.

General Duties

To work as part of, and contribute positively to, the staff team.

To comply with confidentiality of all information.

Provide first point duties, answering the telephone and greeting visitors.

Answer the telephone and deal with queries from nurseries, parents, other agencies, public etc. in a calm and logical manner.

Be conversant with Childsplay Manager, the nursery computer bookings software to deal with queries.

Sorting and distributing incoming post, and organising and sending outgoing post.

Take responsibility for a wide range of general office administrative tasks, such as:

- Sorting, distributing and dealing with emails
- Problem solving, analysis and fact finding
- Typing documents and letters
- Proofreading/editing Tapestry and maintaining the database
- Internet shopping and equipment orders
- Taking payments using debit/credit card terminal
- Ordering and maintaining stocks of office supplies
- HR correspondence
- This list is not exhaustive

Visiting nurseries using company vehicle to deliver and collect money, documents, supplies etc.

To attend occasional team meetings, company events, training courses, etc., sometimes out of your office hours.

Ensure the smooth running of the office and maintain efficient and organised office environment and liaise with other office based staff. Take responsibility for tidy practice at all times.

Any other reasonable duties as deemed relevant.

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CUSTOMER SERVICE ADMINISTRATOR - PERSON SPECIFICATION

To provide two satisfactory, relevant references.

To provide a satisfactory Disclosure Barring Scheme check at Enhanced level.

To comply with the Immigration, Asylum & Nationality Act 2006

Educated to a high level, preferably degree level

Appropriate and relevant experience

PC literate and fully conversant with MS office applications, email and internet

Proven high level of numeracy skills

High levels of literacy skills – understand, communicate, read and write effectively in standard English to a high level.

High level of customer service skills including telephone manner

Excellent time management and organisational ability

Resourceful with problem solving skills

A willingness to learn and develop new processes

An ability to multi-task and work well under pressure

An ability to work on own initiative and make appropriate judgements

An ability to work as part of a team and contribute positively to the team.

An ability to attend occasional team meetings, company events, training courses, etc., sometimes out of hours.