

JOB DESCRIPTION

Job Title	Apprentice Customer Service Clerk
Department	Various departments available
Reporting To	Department Manager
Location	Head Office, Sunderland
Working Hours	37.5 hours per week

Role Summary

As an Apprentice working towards a Customer Service NVQ you will work in one of the most important areas of the business and regularly assist customers, whether they are internal, external, face-to-face or otherwise. Duties will vary depending on which department you work in but in most cases you'll be making sure that customers are dealt with in a positive, reliable and pleasant way by offering advice, answering questions or handling complaints.

From your first years training, you will have gained some experience and transferable skills which will be helping you to increase your confidence in your role as an Apprentice as well as contribute towards your development and next career steps with the company.

To provide exceptional customer service, you'll need clear and up-to-date knowledge of the products and services the company provides. You'll also need to be able to communicate with all sorts of people such i.e. colleagues, customers, suppliers, managers and directors.

This job description highlights some of the main duties you may be expected to perform as well as some of the skills you will develop from the training and experience you will gain from the Apprenticeship programme.

Main Responsibilities

- Providing excellent customer service at all times
- Offering help and advice to internal and external customers using a variety of communication methods
- Answering, responding and reacting to queries relevant to the department
- Arranging services such as issuing tickets, bookings, insurance policies etc. relevant to the department
- Handling complaints, ensuring that these are dealt with and resolved in a timely, courteous and professional manner

PERSON SPECIFICATION

Qualities	Essential	Desirable
Qualifications & Experience		<ul style="list-style-type: none"> • 5 GCSE's A – C or equivalent including English and Maths • Travel and Tourism qualification • Work experience in travel industry
Customer Service	<ul style="list-style-type: none"> • Passion to work in a customer focused environment • Ability to build relationships with customers, providing outstanding customer service at all times 	<ul style="list-style-type: none"> • Customer service experience
Skills	<ul style="list-style-type: none"> • Excellent organisational skills with the ability to prioritise own workload • Ability to use word, excel, & PowerPoint programmes to utilise its key functionalities • Analytical and problem solving skills with a can do attitude • Attention to detail and high levels of accuracy • Strong administration skills with excellent time management skills 	
Team Work	<ul style="list-style-type: none"> • Enthusiastic and Proactive with the ability to work independently (self - motivated) and as part of a team • Ability to work effectively with people from diverse backgrounds • Strong team player who strives for success for themselves as well as their team 	<ul style="list-style-type: none"> • Has worked within teams based at various locations
Communication	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • A clear and effective communicator with the ability to liaise with internal and external customers • Effective motivational skills and the ability to remain positive and professional at all times 	
Values	<ul style="list-style-type: none"> • Commitment to contribute to the growth of the business and the development of the Sales Support area • Ensure that the Hays Travel values are demonstrated at all times and that others follow this standard 	

General

- To be committed and dedicated to completing the customer service Apprenticeship programme within the 12 month timescale, attending all relevant training workshops
- To undertake any other duties that fall into the job criteria
- To conform with all company policies and procedures including Health & Safety
- To treat all employees, customers and suppliers with dignity and respect
- This job description is not intended as an exhaustive list of all duties and responsibilities of the post but simply reflects the key areas involved