

FALMOUTH HAVEN CUSTOMER CARE ASSISTANT



**FALMOUTH
HARBOUR**

UK's Atlantic gateway.

Summary

Falmouth Harbour is seeking a well organised Customer Care Assistant to support the Falmouth Haven leisure services team with maintaining a welcoming and customer focussed reception and handling customer queries, developing merchandise sales, maintaining waiting lists, market research, social media, processing payments and other administration tasks in our busy reception and offices.

Main Responsibilities

- Being the first point of contact for our customers you will maintain a customer focussed presence in our front of house reception and handle customer queries regarding their leisure facilities and forwarding on issues to team members for resolution, as required.
- Answering telephones, responding to customer service issues and forwarding calls to team members.
- Maintain the display in the office reception to make sure we have a welcoming ever changing front of house that sells our services to drive revenue
- Processing transactions and updating customer records such as waiting lists on our computer system.
- Collecting shop and leisure revenue totalling financial transactions on reports for the Falmouth Haven Accounts Manager.
- Look at opportunities to attract revenue to the shop through branded Falmouth harbour merchandise and appropriate products.
- Recording incoming and outgoing post for all departments. Take phone calls and direct them to appropriate person.
- Assist with the production of customer communications including e-newsletters and produce in time social media posts.
- Assist with keeping marketing databases up to date and GDPR complaint

The successful applicant will benefit from working in an exciting and forward-thinking marine/harbour environment. We will support the applicant to develop their communication and technical skills providing training where appropriate. The applicant will develop a set of highly desirable skills to help them secure future employment.

Skills Required

- Good customer service skills.
- Awareness of sales opportunities in retail.
- Good written and verbal communication skills
- Good attention to detail.
- Proficiency with computers, especially MS Office applications, including Outlook, Word and Excel. Good knowledge of social media platforms.

Additional Employability Support

The young person will be assigned a mentor who will support them in the workplace and help them to arrange their working day to ensure good timekeeping and attendance. Any issues will be discussed with their mentor and measures put in place to support the young person in to work.

We will develop teamwork and communications skills by:

- Ensuring the young person is aware of their own goals and how they fit in with those of the wider organisation
- Encouraging the young person to be innovative and collaborative, sharing ideas with their mentor and wider team members
- Making the young person aware of the resources available to them
- Encouraging a positive mind-set
- Giving frequent feedback
- Practical support such as proof reading and constructive feedback for written communication
- Advising how to address people appropriately either in written or verbal communication
- Encouraging the young person to ask questions and seek support
- The young person will be offered predominantly on the job training with experienced staff. They will use a variety of computer systems and software to process customer transactions, update records and produce reports
- Their mentor will be supporting with their training with other staff involvement as necessary
- External training may be sought depending on the young person's experience
- The nature of the job will ensure the young person will develop highly desirable transferable skills to help them secure future employment

Location

Cornwall, TR11 3JQ

Working Hours

25 hours per week

Hours to be worked Monday to Friday between 9am and 5pm. 25 hours per week initially.

Hourly Rate

NMW

How to Apply

As this vacancy is funded by the Kickstart scheme you must contact your Universal Credit Work Coach to apply.

Apply by

28 February 2022