


| | |
|--|---|
|  | Job Description |
| JOB TITLE: | Demand Management Administrator – Customer Services |
| Accountable to: | Customer Service Manager |
| Staff managed: | None |
| PURPOSE OF THE JOB | |
| <p>To answer calls, being the first point of contact for candidates and prospective candidates providing support and guidance through the entire candidate journey in line with Trinity policies and regulatory requirements.</p> <p><i>*Customer Service Administrators will be working within the Customer Services department - but with training, may be asked to work within other areas of the business as the needs of the business demands. Please note training will be given in all aspects of the role and duties expected of this position to ensure the tools to perform in this role competently are given.</i></p> | |
| KEY ACCOUNTABILITIES & TASKS | |
| <ul style="list-style-type: none"> • Provide a friendly and welcoming service at all times, providing price and content details of exams to prospective candidates. • To actively support new company policies, practises and procedures. • Follow company’s DPA policy when speaking to candidates over the phone when handling personal information. • To input or cross check data accurately including but not restricted to candidates. • Record relevant contact with candidates or their representatives using the ‘notes’ function. • Act on and raise to a Team Leader, any complaints or feedback received via the phones, e mail or through social media. • To promote the availability of additional products i.e. Study Packs and Special Delivery for candidates when given the opportunity. • Review ID documents required for an exam through the ID and registration check product following Trinity’s ID policy. | |

- Send any and all relevant correspondence i.e. emails and certificate notifications to the correct person's when required.
- Provide information to Centre Managers when necessary.
- Distribute incoming post and messages accurately.
- Organise and maintain documentation and electronic records.
- Use a variety of software packages to produce correspondence and documents, and maintain spread sheets/records/timetables etc.
- Provide assistance to the Management Team as and when required.
- To be responsible for raising any identified training needs to the relevant team leader or manager.
- To make the appointed person responsible for ordering stationery aware of any stock requirements in good time.
- To ensure that the working office is kept tidy and well organised and that personal candidate information is secure.

*This list is not exhaustive you may be required to complete other ad hoc administration tasks as deemed reasonable by the company.

JOB RELATED KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED FOR THE POST

Education/Qualification

- Respectable level of general education

ESSENTIAL SKILLS REQUIRED:

- Accomplished in delivering first class communication at all levels
- Understanding of being a centre of excellence in customer service
- Ability to portray a professional image at all times both internally and externally
- Proficient in Microsoft Office packages to include Outlook, Word and Excel. programmes.
- Meticulous work ethic with strong attention to details and accuracy

CONTACTS: INTERNAL AND EXTERNAL

Preston Staff
SELT Centre staff
Candidates

FINANCIAL PARAMETERS

None

