

## Job Description

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| Job Title:     | <b>Customer Services Assistant</b> |
| Department:    | <b>Customer Services</b>           |
| Location:      | <b>Sandycroft, nr. Chester</b>     |
| Reporting to:  | <b>Customer Services Manager</b>   |
| Closing date:  | <b>Monday 18th August</b>          |
| Contract Type: | <b>Full-Time Permanent</b>         |

### Overall Purpose of Job:

The successful applicant will carry out any activities required in order to provide and maintain an efficient and high standard of Customer service for Kingsway CLC Trust. The main purpose of the role is communicating with our customers by telephone and e-mail, in a polite, courteous and efficient manner, whilst recording and processing customer orders accurately and within agreed timescales.

### Key Tasks:

- To carry out the day-to-day activities of the Customer Services department, under the overall direction of the Customer Services Manager.
- To apply best practice in communicating with customers by telephone and e-mail, dealing with them in a polite, courteous and efficient manner.
- To record and process customer orders accurately and within agreed timescales.
- To deal with customer enquiries and complaints in an efficient, understanding and timely manner.
- To support the team with publicising and processing of special offers and promotions
- To work with other departments in order to facilitate effective customer service.
- To undertake ongoing training as required for the position.
- To maintain a clean and tidy working environment, ensuring compliance to the relevant Health and Safety procedures
- To undertake any other reasonable task as required by your line manager.

## Core Skills:

- Past experience in a customer service environment or a willingness to learn.
  - Knowledge and understanding of basic customer service duties.
  - Good team player with the ability to work with people in a deadline driven environment.
  - Good interpersonal skills, as well as written and spoken communication abilities.
  - Computer literacy and a willingness to learn new systems and ways of working.
  - Clear capability to plan the daily workload in order to meet the business deadlines.
  - Attention to detail, and a positive, professional 'can-do' attitude.
  - Sales oriented.
  - Demonstrate behaviour that is consistent with the ethos and vision of Kingsway CLC Trust.
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## GOR:

As the post-holder will have an important role in the administration of the Charity, this role carries a genuine occupational requirement (GOR) for the position to be filled by a committed Christian.

## About Kingsway CLC Trust:

Kingsway CLC Trust is a Christian Evangelical Ministry that seeks to equip the church with all forms of Christian resources that will help people meet Jesus and grow in knowledge and experience of Him. For over 80 years this ministry has been running and is now at work in more than 50 countries around the world.

## Application Process:

Please send an up to date CV, a covering letter of no more than 2 pages outlining your relevant experience and desire for the role, along with the names and email addresses of three references from your employment and your church leadership. Your references will not be contacted until later in the process and will only be with your prior approval. Please email this to [hr@kingswayclctrust.com](mailto:hr@kingswayclctrust.com) by Midday on Monday 18th August. Early applications will be processed earlier.