

Job Description – Customer Service Assistant- Apprentice Role

Reports to: Customer Services Manager

Based: Peterborough

Hours: Monday to Friday inclusive, hours vary on a rota of 0830-1630 and 0900-1700 (totalling 35 hours per week)

About Us

The Road Transport Industry is a dynamic, business critical sector upon which the UK economy depends. The Road Haulage Association (RHA) is the only UK trade association dedicated solely to the needs of UK road transport operators. It is the voice of the road haulage profession, a champion of its interests and a respected partner to the broader logistics community. We represent approximately 7,000 member companies.

Job Purpose:

The main purpose of the role is to provide administrative and customer service support to various functions across the organisation.

To be the first point of contact for all incoming enquiries and visitors into the organisation and to field these enquiries to relevant departments in a timely and professional manner.

Key responsibilities and duties:

- Meet and greet visitors from the reception desk ensuring a professional image of the RHA is always portrayed
- Answering telephone calls, including reception calls, in a professional and helpful manner ensuring calls are answered and dealt with promptly, maintaining an accurate log of calls
- Ensure voicemails are picked up in a timely manner and dealt with or information provided to the relevant department
- Deal with all enquiries in an effective and timely manner
- Book meetings and meeting rooms (including refreshments where applicable)
- Maintain various central email inboxes to ensure queries are dealt with timely and ensure any email bounce backs are re-addressed correctly
- Check information on data systems
- Prompt and effective handling of customer service issues
- Processing new members
- Sending out information packs to new members
- Inputting and amending data on systems
- Assisting with day-to-day processing of RHA shop orders
- Support facilities team with any day-to-day co-ordination of activities, e.g., fire alarm servicing, security alarm servicing
- Admin support for functions to include:
 - Reception calls and cover of all reception duties
 - Deal with office post incoming and outgoing
 - Administration of Membership renewals
 - Administration of Statements & debt letters
 - Some administration of Tacho Analysis
 - Dealing with Copy invoice requests
 - Customer care contact for new members
 - Certificates for member briefings
 - Log in details for website
 - Applications & Decisions
 - Office filing, copying and scanning documentation
 - Any other administrative task required by the business as directed by your line manager

Key skills:

- Excellent telephone manner and communication skills
- Excellent organisational and administrative skills
- Great attention to detail
- Self- motivated with the ability to work on own initiative
- IT literate particularly in the use of Microsoft Office software
- The ability to work within a productivity range
- Deliver first class customer service at all times
- Positive 'can do' attitude and have the ability to think outside of the box
- Good time management skills
- Ability to deal with difficult customers and aptitude to stay calm when under pressure

General Responsibilities:

All employees of the RHA have the following responsibilities:-

Health and Safety

- To take responsibility for your own health, safety and welfare, being conversant and ensuring compliance with the organisation's policies and procedures

Training and Development

- To undertake all reasonable training, learning and development activity designed to support you in your role

Diversity and Equality

- To be responsible for your own behaviour and act in a manner that avoids and discourages any form of discrimination or harassment

Quality Policy

- To be responsible for the activities required to support the organisation's Quality Policy

Data Protection Policy

- To be responsible for the activities required to support the organisation's Data Protection Policy.

Employee's Signature:

Date:

Manager's Signature:

Date:

Review Date:

Date: