

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Customer Support Assistant</b>	<b>Grade:</b>	<b>SG3</b>
<b>Department:</b>	<b>Drill Hall Library – Medway Campus</b>	<b>Date of Job Evaluation:</b>	
<b>Role reports to:</b>	<b>User Services Supervisor</b>		
<b>Direct Reports</b>			
<b>Indirect Reports:</b>	<b>None</b>		
<b>Other Key contacts:</b>	<b>Circulation Support Assistants</b> <b>Student workers</b> <b>First Line IT support</b> <b>ILS colleagues</b>		
<p>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.</p>			

### **PURPOSE OF ROLE:**

This post will assist in the delivery of high quality, customer focused, library and open access IT services which support the teaching learning and research activities of the University as well as promoting use of the library and its resources.

The post holder will participate mainly in front-line customer service and administrative duties including data input, cash handling, carrying out admin processes, operating the Welcome Desk, meeting and greeting users, supporting users in their use of the library. This will also include dealing with enquires face to face, via email and over the phone, shelving books, monitoring use of the library space to ensure rules of the library space are being adhered to, taking part in promotional and training events, taking on specific tasks to ensure an excellent customer experience for library users.

Regular rotation of staff roles may take place to ensure breadth of experience for individuals and to aid business continuity. The Customer Support Assistant will work closely with the User Services Team in a variety of ways to help them enhance the customer experience.

### **KEY ACCOUNTABILITIES:**

#### **Team Specific:**

#### **Main duties and Responsibilities**

- The post is 35 hours per week on a rota basis which will include some evening and weekend work. Times and days to be agreed as per the needs of the service.
- Deliver an excellent customer experience including assisting users on how to use

library resources and equipment.

- Provide frontline support using the Library Management System to carry out various tasks and reports, assist users with the operation of library equipment and resources, and attend to basic problems, reporting faults as appropriate to ensure that our users have an excellent customer experience.
- Assist with the day-to-day operations of services and space, keeping the space in good order through regular tidying, shelving and filing, in accordance with best health and safety practice and security guidelines.
- Communicate with users in relation to library fines debts and lost items or account queries.
- Support users with routine use of IT, such as using basic software and Wifi.
- Participate in roaming support as needed in order to help our users become confident and independent users of the resources available to them both on and off campus.
- Uphold Information and Library Services policies and procedures.
- Participate in Library Services meetings and support Information and Library Services-wide projects, groups and activities as required.
- Other duties arising from the needs of Information and Library Services.

### **Training will be provided on use of all equipment and services**

#### **Generic:**

- To establish and maintain a professional working relationship with colleagues within Information and Library Services and the wider University community and other external users.

#### **Managing Self:**

- Be able to respond to users in a calm and understanding manner at all times, to ensure their needs are understood and acted upon.
- Be a team player, sharing and giving knowledge, promoting good practice, supporting colleagues and showing an ability to work collaboratively whilst able to take initiative.
- Be self-motivated, flexible and show resourcefulness when dealing with tasks.
- Respond to enquiries in a timely and effective manner and refer to the appropriate person as necessary.
- Work to service deadlines.
- Take advantage of staff development opportunities offered within the University and externally as identified at appraisal.

#### **Core Requirements:**

- Adhere to and promote the University's policies on Equality and Diversity and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;

- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Willingness to undertake training as and when required.

**Additional Requirements:**

- From time to time to assist with work of a similar level and nature in other areas as required.
- The role involves working as part of a rota that will include evening and weekends as service demand requires.
- The library will supply branded clothing which the post holder is expected to wear during key periods of the academic year such as Induction weeks, open days and while on public duty. This helps users identify staff to ask for help, especially if you are on roaming duty.
- A willingness, with training, to undertake specific health and safety related duties.

**KEY PERFORMANCE INDICATORS:**

- Delivery of prompt and high quality service to staff and students.
- Delivery of work to agreed timescales.
- Contribution to team effectiveness.
- Levels of customer satisfaction (measured by feedback, complaints and surveys).

**KEY RELATIONSHIPS (Internal & External):**

- Staff and student users at all levels.
- Other support offices within the University such as Student Records, Office of Student Affairs/Student Centre and the Dyslexia and Disability Centre
- External visitors

**PERSON SPECIFICATION**

<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience of working within a library, retail or customer service environment.</li> <li>• Experience in routine use of computerised systems.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working in a University Library, retail or a Customer Service Environment.</li> <li>• Experience of working with a Unified Management system.</li> </ul>

- Clear user focused approach to work with ability to respond flexibly to change.
- Experience of working actively within a team and ability to work collaboratively whilst able to take initiative.

### **Skills**

- Demonstrable skills in dealing with users, providing a calm and effective environment in which to resolve their queries, issues and requests.
- Able to ensure that accurate information is passed onto the most appropriate people in a timely fashion.
- Excellent verbal and written communication skills.
- Excellent IT skills MS Office, Word PowerPoint, Excel spreadsheets, Web/Internet, Email.
- Excellent organisational skills and the ability to motivate yourself and others, work under pressure and manage a variety of tasks simultaneously.
- To be able to work under pressure and prioritise work loads

### **Qualifications**

- Educated to GCSE standard or equivalent.

### **Personal attributes**

- We are looking for people who can help us deliver the [values](#) of the

- Experience of supervision.
- Experience of working within the Higher Education Sector.
- Able to offer basic support and training to users in general Microsoft Office and software and hardware such as printers and photocopiers or multi-functional devices.
- Demonstrable knowledge of key developments in Customer Service and/or Higher Education.

### **Skills**

- Knowledge of mobile devices and developments in information technology.
- Knowledge of Customer Service Excellence Criteria.

### **Qualifications**

- ECDL or similar qualification or experience.
- IT Skills.

### **Personal attributes**

- N/A

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