

**Customer Service Assistant**

Hours: Full-time (Monday-Friday 35 hours per week)

Reports to: Director of Operations

Location: Truro

This is an excellent opportunity for somebody with a keen eye for detail, outstanding organisational and administrative skills, and a desire to work in a role that makes a huge difference to the lives of people living with sight loss.

**Job purpose**

As the Customer Service Assistant you will provide administrative support to the Charity’s flagship Low Vision Service and customer support for other iSightCornwall services, namely Assistive Technology and Eye Clinic Liaison Service. The role involves a lot of interaction with people such as colleagues and the general public.

You will also spend one day per week as the Receptionist, which involves greeting visitors to the Sight Centre in Truro, answering the telephone and directing service enquiries, offering advice and information, including demonstration of equipment.

**Duties and responsibilities**

As Customer Service Assistant, the post holder will:

* Receive and process referrals
* Answer enquiries in person, by phone and email
* Book client appointments, sometimes for multiple services
* Manage and maintain Low Vision stock, including raising of purchase orders and invoices
* Arrange and book Low Vision clinic venues across the county
* Demonstrate products and dispense replacement equipment
* Record and report statistical information
* Provide admin support for the Eye Clinic Liaison Officer based at Royal Cornwall Hospital
* Prepare and write up client records
* Carry out Low Vision clinic follow-up calls to ascertain client satisfaction
* Work with and instruct volunteers who provide valuable support to the Charity
* Keep up-to-date records using the Charity’s CRM database (Dynamics)
* Take payments and handle cash
* Maintain security by following procedures
* Ensure the Low Vision area is kept tidy and presentable and always gives a good impression to those visiting the Sight Centre premises
* Promote iSightCornwall services by talking with clients, relatives, and other agencies about the Charity’s services
* Keep informed and up-to-date about the Charity’s services and products

**Person specification**

**Essential**

The post holder will be highly motivated, an efficient administrator with good listening skills, a positive attitude, organised, with the ability to prioritise workload, and multi-task.

Essential requirements also include:

* Ability to demonstrate passion for delivering a quality-orientated customer service
* Ability to demonstrate cooperation, collaboration and have a proactive team-work ethic
* Clear communicator, ability to constructively use positive language, be empathetic and discreet
* Proven experience working in a busy office environment
* Confidence and willingness to take full ownership of your job role
* Courage to communicate errors, provide feedback and speak-up
* Ability to react rationally and calmly under pressure
* Proficient with Microsoft Office products and knowledge of databases
* Professional appearance
* Ability to be resourceful and proactive in dealing with issues that may arise
* Confident and personable
* Excellent communication skills, written and verbal