

# St Cuthbert’s College Job Description

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| Position Title | **Customer Services Representative** | | | | |
| Reports To | **Director of ILT** | | | | |
| School/ Support | Support | | | | |
| Position Number | JD 161 | Version | 2 | Date | NOV 2021 |

# By Love serve

The values embodied in the St Cuthbert’s College (“**the College**”) motto “By Love Serve” guide all our interactions. The College Compass also underpins the delivery of education and services at the College. It is comprised of these four key principles:

* **Striving for excellence**
* **Developing all dimensions**
* **Building a connected community**
* **Pursuing innovation, valuing tradition**

# Role purpose

To welcome all visitors to the department and provide a positive experience

To support all team members with administrative tasks

To keep data in IT systems up-to-date

To uphold the St Cuthbert’s College values “By Love Serve”.

# Nature and scope of role

Enhancing St Cuthbert’s College by:

* Supporting the College’s IT Services through a high level of service and accuracy in handling data and requests
* Being aware of the customer-oriented nature of the work to be undertaken and being able to communicate effectively with people at all levels of the College;
* Demonstrating commitment to excellent customer service;
* Being conversant with all College systems, policies and procedures;
* Ensuring that all activities and interactions are consistent with and supportive of College goals.
* Delivering consistently the expected professional standards and behaviours for both external and internal customers;
* Projecting a professional image of the College at all times.

# Challenges

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| **Area** | **Challenges** |
| Environment | * **To make the IT Office a welcoming place for visitors who are worried that they have broken something, or don’t know how to do something** * **To ensure that other IT team members are supported with admin tasks** |
| Data accuracy | * **To keep data in College systems accurate so that College communications are received by intended audience** * **To follow up with stakeholders when data changes seem unclear** |
| Timeliness | * **To ensure tasks are completed promptly** |

# Key Responsibilities/ Accountabilities

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| **Key Tasks** | **Expected Results** |
| * Oversee the implementation of staff and student notebooks into the College in conjunction with suppliers * Receive and dispatch equipment to service providers * Follow up the status of equipment dispatched to service provider * Receive and respond to student and parent queries over status of repair, purchase etc * Oversee the process of procuring ID cards for students and staff, * Supervise issue and return of loan equipment. * Reset loan equipment after it is returned * Maintain records of incidents arising with student and staff ILT equipment * Provide Director of ILT with details of student/parent complaints * Manage processes around leases of College-owned equipment to students * Maintenance of asset registers for College IT equipment * Perform data entry tasks in liaison with Database Manager * Update email address, phone, home and work address for records in College systems * Make stationery orders for department * Mange ID photos for staff, students and contractors | * Equipment are available to staff and students to meet agreed due dates * Equipment is received and dispatched safely and efficiently. * STCC receives excellent service from suppliers, and status of repairs is known to all ILT Staff * Parents and students are well-informed over progress of the requests * Student and Staff receive new and replacement ID cards promptly * Equipment locations are recorded, and overdue equipment is returned or charged * Service Desk software contains full and accurate records of work done by ILT technicians * Complaints are received and responded to promptly * Requests are categorised correctly and promptly so that the correct engineer can response to the request * Records of leases and charges to parents are clearly recorded * Asset registers are accurate * Surplus equipment is disposed of fairly, in an environmental manner and a financially accountable fashion * Data is entered correctly and efficiently * College systems records have correct data * ILT Staff have stationery required * ID photos are uploaded to College IT systems promptly |

## General

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| **Key Tasks** | **Expected Results** |
| Team Member | * Foster collegiality in relationships across the College. * Undertake any other duties or projects as required. * Be conversant in all College systems, policies and procedures. |
| Reputation | * Always conduct oneself in a professional manner. * Ensure that the College presents an attractive, safe, clean and stimulating environment at all times. |
| Health & Safety | * Adhere to safe work practices as determined by the College’s Health and Safety Policy. * Ensure that the College is not exposed to unnecessary risk or costs associated with non-compliance. * Be familiar with and aware of all emergency procedures in the College. * Maintain safe, organised and neat work areas. |
| Global Citizenship | * Support and assist with implementing Global Citizenship initiatives. |
| Self-development | * Keep abreast of industry and professional knowledge. * Personal skills and competencies kept up-to-date with professional development. |

## Stakeholders

* Support staff
* Academic staff
* Principal and Heads of School
* Wider College Community
* External IT Service Providers

# Key competencies

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| **Experience** | **Minimum Requirement/ Expectation** |
| Professional qualifications/ experience | * 1 + years Customer service experience * Previous technical knowledge an advantage |
| Personal attributes | * Excellent communication skills (verbal and written) with a wide variety of audiences. * Strong writing, researching and proofreading skills. * Strong IT skills. * Excellent planning, organisational, prioritisation and forward planning skills. * Work well under pressure, able to multi-task, meet deadlines, solve problems and take initiative. * Strong interpersonal skills and capable of building effective relationships with team members, internal teams and customers to gain their trust and respect. * Demonstrates a commitment to delivering on key objectives. * Results-oriented and self-motivated. |

*The above duties and responsibilities within this role are not meant to be limiting – rather to give an outline of essential duties of the position that may change from time to time, which will require flexibility.*