



UBC^{UK} Limited Job Description

Job Title: Customer Service Assistant (CSA)

Responsible to: Business Centre Manager (BCM)

Main purpose of the role:

To provide front of house and reception services to the clients of the business centre. The CSA is responsible for supporting the BCM and ensuring customer service excellence is provided at all times to create a dynamic working environment that will attract new business and retain the existing clients.

Taking pride in the appearance of the Business Centre and adhering to the UBC dress code and ensuring all areas of the Business Centre are presented within the company standards and represent a 5 – star business.

To support the company mission through day to day activities. The company mission is *“to be renowned as the first choice for flexible serviced office space, business support and meeting facilities”*

Personal Profile:

Outgoing, enthusiastic, honest and confident individual who possess the following attributes;

- Demonstrates customer led thinking and a clear understanding of customer service
- Passionate about customer service constantly striving to improve performance
- Excellent communication skills, both written & verbal
- Confidence to interact with a range of clients and colleagues up to board level
- Creative approach to problem solving, often thinking outside the box
- Proactive approach to the working environment with flexibility to adapt to changing demands
- Professional attitude and appearance
- Extremely well organised
- Very competent in all aspects of MS Office

Key Responsibilities

- Provide a professional reception service for UBC^{UK} Ltd and all the clients
- To provide a professional telephone answering service for UBC^{UK} and all the clients
- Deal with day to day enquires at reception from the clients, acting on those enquiries promptly and professionally
- Deal with customer complaints to a satisfactory resolution
- Forge strong and beneficial relationships with all clients in the business centre
- To assist the CSM in increasing the revenue opportunities through the sale of business services available from reception and the local marketing of the meeting room facilities
- Provide mail room services to United Business Centre and all the clients



- To assist the BCM in management of debt and recovery of all outstanding monies from clients in timely manner
- To assist the BCM to ensure centre complies with all aspects of current Health, Safety & Security regulations
- Manage reception service suppliers to the business centre and tender/renew contracts where necessary (stationary, car valeting, taxi services)
- Provide facilities management for the business centre
- Ensure the centre complies with company standards on visual inspections, renewal performance, service revenue performance, debt management and business administration
- To promote the business centre and UBC^{UK} locally and nationally through business networking and generating business referrals.

Key Competencies:

<u>Competency</u>	<u>Key Action</u>
Proactive	Ability to anticipate client requirements
Initiative	Takes action, initiates customer service
Energy	Maintains high productivity/activity level
Customer Service Orientation	Takes steps to insure customer satisfaction, responds to inquiries in a timely manner. Able to handle difficult situations
Teamwork/Collaboration	Supports team goals, cooperates and demonstrates positive attitude toward others
Planning/Organizing	Sets priorities, Establishes objectives/milestones, schedules activities effectively.
Formal Presentation/Communication	Thinks on their feet, professionally presented
Work Standards	Sets high performance standards for self and the organization, performance demonstrates value for quality, completes and submits timely and accurate reports
Motivational Fit	Has a positive upbeat attitude toward work. Reliable. Professional manner. Flexible and calm under pressure