



## **Job Description: Customer Support Assistant**

**Site:** Church Knowle

**Responsible to:** Margaret Green Animal Rescue (MGAR) Centre Manager

### **Main purpose of the role**

To contribute to the day-to-day running of the reception and team office areas. To ensure all customers and visitors are welcomed and receive the highest levels of customer service at all times.

To assist with the completion of animal rehoming paperwork and associated administrative tasks to the standards required.

To promote the work of the charity and maintain a professional and caring image.

### **Essential Qualifications**

- Full driving licence

### **Desirable Qualifications**

- NVQ 2 or equivalent in customer care

### **Essential Experience**

- Experience of providing high levels of customer service
- Experience of resolving customer complaints and problems
- Experience of working in a challenging environment whilst managing multiple tasks
- Administrative skills including computerised systems and Microsoft programmes
- Paid or voluntary experience working in an animal welfare environment
- Experience of working with volunteers

### **Desirable Experience**

- Experience of working at a visitor attraction
- Experience of working in the charity sector

## **The person**

The successful candidate will be friendly, approachable and confident with the ability to work on their own, as part of a wider team. They will have strong communication skills and demonstrate a professional and courteous approach to members of the public, volunteers and their colleagues. They will be able to prioritise their own workload and have proven organisational and IT skills. They will be committed to the aims of Margaret Green Animal Rescue and demonstrate a clear empathy and understanding of animal welfare.

## **Key accountabilities**

### **General**

- Work as directed by the Centre Manager and Centre Deputy Manager
- Compliance with all MGAR Policies and procedures to include Health and Safety and Data Protection

### **Reception and Team Office**

- Ensure all customers and visitors receive a professional and friendly approach, face-to-face and via telecommunication and electronic systems
- Maintain accurate paper and electronic records
- Maintain high levels of hygiene, cleanliness and presentation
- Support ordering and stock taking processes
- Assist with the promotion of the charity to our customers including fundraising, publicity, educational initiatives and events
- Assist with the collation and recording of pertinent customer feedback data

## **Salary**

£9.50 per hour

## **Job Details**

This role is a 4 month contract. You will be required to work up to 18 hrs per week on a locally determined rota, including one weekend day per week or alternative weekends and some bank holidays. Due to the nature of the work, additional hours may be available when work load demands.

Our Centre is located in the village of Church Knowle and cares for and rehomes a variety of large and small animals. The site will welcome visitors six days a week, has a small shop and houses Margaret Green Animal Rescue office teams including Estates, Fundraising, Marketing and Accounts.

This job description is not exhaustive.