



JOB SPEC

Customer Services Representative | 4Eden

Contract Type: Full Time	Reports to: Head of Services	Salary: £26 208.00 per annum
Location: Penrith	Level: Intermediate	Hours: annualised contract 2080 per annum

About 4Eden

4Eden is a local charity providing support, services, and opportunities throughout the Eden Valley from our office based in Penrith. Our services specialise in coaching people with learning disabilities and/or neurodiversity. We provide a wide range of opportunities with staff, trained and skilled to meet individual's specific needs.

We work closely within our local community, with local people, voluntary groups, and local employers to offer a diverse range of work placements, employment options, clubs, and social groups. We provide supported living and independent living opportunities. We network within our community to attract a variety of inclusive everyday activities that enable people to live their best life, according to them and have friendships outside of paid support, focussing on independence.

About the role

The Customer Services Representative will be responsible for the daily execution of addressing customer issues and resolve them in a timely and efficient manner. By supporting the Team Professionals, Senior Leadership Team and 4Eden's customers on a variety of channels, the Customer Service Representative will ensure that all valid concerns are dealt with as soon as possible.

Responsibilities

- Be in the office and ready to take calls at 8:30am
- Check voicemail, deal with any issues, forward to appropriate person/department over teams and email.
- Check emails, mobile phone, Teams messages.
- Check pigeonhole for any outstanding paperwork and distribute to appropriate team leaders.
- Cover shifts – red boxes on Planday for the following day/week.
- Answer all incoming calls, directing to appropriate person, taking messages, forwarding information using in-house messaging platforms, Teams, email etc.
- Answer video doorbell, welcoming visitors to the building and offer hospitality.
- Any staff sick calls begin absence process; update rota include details in comment box, find cover and inform everyone involved – person supported, parent/carers, team lead and staff. Remind the member of staff to start the digital absence form, located in Teams General Portal.
- Log any calls/visits that involve the guys in their files and inform the team lead.
- Assist with administration duties during down times (filing, scanning, sorting paperwork)
- Ensure staff signing in and out of inventory/meeting rooms etc....
- Last hour of duty, send updates and first response report of the day out via specified Teams group.
- Act as Fire Marshall in the event of a fire or fire drill.
- Ensure end of day office closure process is followed, including kitchen area being left clean and presentable, taking note of anything left. ALL staff are responsible for their own cups/dishes.
- If everyone is out of the building check the fire escape door is locked and lock the building.

Person Specification – Customer Services Representative | 4Eden

Below are some of the skills, knowledge and experience which are required for this post.

	Essential	Desirable
Education / Qualifications		
GCSE or equivalent at grade A-C (9-4) in maths and English	*	
Skills / Knowledge / Experience		
Some experience of working in a similar role		*
Understanding of rota/schedule system		*
Working with individuals who have learning difficulties		*
Competent in using IT systems and inputting data		*
Ability to use M365		*
Good communication skills, written and verbal	*	
High levels of accuracy, attention to detail, ensuring professional standards are met	*	
Ability to prioritise and manage a diverse workload ensuring deadlines are met	*	
Trouble shooting and problem solving		*
Personal Behaviours & Qualities		
Enthusiastic to learn and contribute to the business success	*	
A genuine interest in the role	*	
Strong sense and understanding of quality in a client focused service	*	
Strong teamwork skills	*	
Ability to plan, manage and prioritise work tasks; well organised	*	
Ability to use own initiative but know when to refer queries and take instructions	*	
Friendly, professional, and confident manner, with ability to build positive relationships	*	

If you have any questions about this position or would like to apply, please email office@4eden.co.uk.