## JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Customer Care Support</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Library</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
</tr>
<tr>
<td>Grade:</td>
<td>2</td>
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<tr>
<td>Accountable to:</td>
<td>Library Customer Care Co-ordinator</td>
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### Purpose of the Post
The post holder will assist in the delivery of a front line service, stock management and enquiry service to the highest customer service standard.

### Key Tasks

1. Participating in the work of the helpdesk team. This includes the use of the Library Management System, Self Service equipment, IT queries and Pharos software.

2. Ability to answer a variety of user enquires and providing information to the customer according to Library standards.

3. Carry out a wide range of routine tasks to support customer services, shelving, shelf tidying, stock relocation and floor walking.

4. Emptying and processing material returned via the Self Service returns machine.

5. Assisting customers using the Self Service kiosks, Laptop cabinets, Multi-Functional Devices (photocopiers and printers) and binding equipment. This includes equipment troubleshooting, refilling consumables and escalating queries to the supervisor appropriately.

6. Participation in enforcing appropriate student behaviour according to zoned study areas and carrying out regular noise patrols and headcounts.

7. Proactively engage and interact with customers, being visible and accessible throughout the building.

8. Encourage and respond positively to customer feedback in person, through the
enquiry management system and social media.

9. Work flexibly as part of a team and support other team members to achieve team goals.

10. Promote and market our services, and signpost to other services as appropriate.

11. Assisting with project work, including stock weeding and supporting the Library Customer Care (Collections) Co-ordinator with the Teaching collection provision as required.

 FACILITIES MANAGEMENT

1. Participation in the maintenance of the Library environment including regular tidying, removal of litter from the tables and relocation of chairs.

 SERVICE WIDE RESPONSIBILITIES

1. Assisting with development and project work, as appropriate.

2. Willingness to offer cover during staff absences where possible.

3. Such other duties as the Librarian may reasonably require.

 OTHER DUTIES

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.