JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Customer Care Support Assistant</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>
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<tr>
<td>Grade</td>
<td>RHUL 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 Customer Services Team is responsible for delivering all front line services within the library, supporting and ensuring that library users have access to stock and key resources which allow them to complete their studies. As a key part of the professional services within the University, it is expected that staff within this team will be working together towards a common goal and develop a breadth of knowledge across all professional services and demonstrate a commitment to our vision and service standards. The Library Customer Services team is dedicated to providing outstanding customer service, and staff in this role are key to the success of this service. Supporting and developing accessibility for all is key to our role.

The Customer Care Support Assistants role is responsible for the key tasks outlined below:

**Key Tasks**

1. Responding to all enquiries and requests for information, made in-person or by phone, from all users of the library.
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 roving.
4. Processing material returned via the Book Sorter returns machine.
5. Assisting customers using the Self Service Equipment, including maintaining and troubleshooting any issues and escalating queries to the supervisor appropriately.
6. Participation in roving activities when required, to support library users, and ensure the space remains conducive to study.
7. Attendance at, and assisting in meetings, courses and workshops both internally and externally, to support professional development.
8. Proactively engage and interact with customers, being visible and accessible throughout the building.
9. Encourage and respond positively to customer feedback in person and through social media.
10. Promote and market our services, and signpost to other services as appropriate, using social media.
11. Assisting with development and project work, as appropriate.

**Other Duties**

The Library is a developing function and is expected to evolve in the coming months and years.

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 outside of core hours, e.g. weekend and evening work dependant on the needs of the service.