# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Casual Customer Service Advisor – Residential</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Commercial Services</td>
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<tr>
<td>Job type</td>
<td>Casual</td>
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<tr>
<td>Grade</td>
<td>4</td>
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<tr>
<td>Accountable to:</td>
<td>Assistant Customer Operations Manager and Senior Customer Advisor – Customer Operations</td>
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<tr>
<td>Accountable for:</td>
<td>N/A</td>
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## Purpose of the Post

The casual Customer Service Advisor is part of a team responsible for the delivery of a range of reception services across the residential halls to enhance the student, staff and visitor experience.

The post holder will provide a face to face reception service and be a point of contact for all residential service enquiries requests and associated residential administration. They will be expected to promote inspirational customer service to students, residents, staff, guests and visitors to the College across a range of academic and commercial activity year round.

They will work closely with other Commercial Services teams and the College cross functional teams to deliver operational and financial tasks for the Residential Service in line with Commercial Services and College objectives.

## Key Tasks

### Role Specifics

- To be the first point of welcome and contact for students, residents, staff, guests and visitors and to offer a comprehensive knowledge of the services offered across the Residences, Commercial Services and the Campus.
- To log, communicate and prioritise customer requests as per the established operating guidelines using the College’s Enquiry Management System (EMS) system.
- Issue and receive access keys where appropriate, ensuring that control and recording systems are maintained and as per the established protocol. Prepare keys and College Cards for arrivals and issue as appropriate.
- Answer telephone calls; screen and redirect calls as appropriate.
- Log visitors’ car registration numbers on the college parking system when required for parking on any of the Campus sites.
- To deal with sympathetically any direct requests for pastoral care and welfare and signpost to the relevant areas of support in Professional Services.
- Efficiently process information and services using appropriate internal computer systems (e.g. Microsoft Packages Kinetics, EMS, PLANET, UMIS Tills, Miwa access control) in conjunction with the appropriate personnel and departments.
- Check in and out those booked into bedrooms and also be fully conversant with all tasks relating to processing and servicing bookings for the Hub Guest House, conference and ad-hoc accommodation.
- To receive and process post/parcel services for residents across the residential receptions.
- Take an active role in the exchange of ideas and development of the Customer Services team.
- When necessary to provide administrative support to senior advisors and Managers.

### Financial
- To be responsible as the first point of call for all cash and card based transactions relating to the College Card, room bookings, other services and maintain appropriate controls as per the College's Financial Regulations.
- To reconcile cash and card transactions for verification and banking as per established procedures.

### Customer Focus
- To acknowledge, act upon and log customer feedback to facilitate service improvements.
- Take an active role in the exchange of ideas and development of the Residential Services team.
- Have excellent product knowledge and map locations of services, facilities and opening hours throughout campus, be aware of events on campus.
- Communicate and where necessary, escalate issues through appropriate channels and inform the customer of that action if appropriate.

### Legislative and Compliance
- To ensure compliance with all relevant Health and Safety regulations.
- To be aware of and comply with legislation and College policies relevant to the work place.
- To be compliant with the College’s policies for Data Protection relevant to the role.

### Demands of the Role
- The role will require the post holder to be flexible with working hours to respond to business needs which will require shift and weekend working as agreed with your Senior Advisor and Line Manager.
- The role will work shifts as agreed in advance by the Line Manager.

### 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.
- Commercial Services operate a “one team” approach to service delivery, therefore all post holders are expected to support colleagues with an integrated team approach.
- 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.

### Internal and external relationships
The following list is not exhaustive but the post holder will be required to liaise with:
- Colleagues within Commercial Services
- Other Professional Services teams
- Academic Staff
- External Suppliers and Organisations
- Customers (student, staff and visitors)