

The University of Manchester

Job Description

Job title:	Customer Services Advisor
Reports to:	Customer Services Coordinator
Organisation unit:	University of Manchester Library: Faculty & Student Partnerships Directorate
Date:	January 2021
HERA:	

Overall purpose of the job:

- You will offer a positive, effective welcome to our customers, both face to face and online, to proactively engage them with our services, listen to their needs, share your expertise and resolve any concerns quickly and seamlessly. Providing an effective contribution to our customer focused team, you will assist customers and colleagues alike, offering guidance and sharing knowledge. Drawing on your strong understanding of customer service you will be an ambassador for University and Library values and strategy. You will have the opportunity to develop specialisms in specific areas of our offer

Key responsibilities:

- Contribute to the provision of an excellent and proactive face to face service for our customers across all our Library sites
- Assist in providing excellent digital communications with our customers across multiple channels including email, online chat and social media
- Contribute to the delivery of a friendly, open and proactive customer focused approach
Assist in offering advice and promoting our services quickly and efficiently and where this cannot be achieved immediately, assessing the best resolution route for the customer and tracking queries that require more specialised help
- Contribute to the visitor experience at the John Rylands Library, greeting visitors, offering relevant information and support during their visit and assisting with retail operations
- Help provide peer to peer support for colleagues in the team, sharing skills and knowledge
- To contribute, on a rotation basis, towards one or more specialisms in addition to customer facing responsibilities. Work on these specialisms will be by reporting to the line managers and/or Library specialists concerned. This list is not exhaustive but might include:
 - Training
 - Assisting with the delivery of the Customer Services training & development programme
 - Stock Management liaison

- Liaison with the Collection Strategies colleagues with regard to administration of queries etc.
- E-resources
 - Liaison with the eResources team e.g. administration of second-level e-content enquiries
- Teaching and Learning liaison
 - Liaison with the Teaching + Learning team e.g. administration & support for My Learning Essentials and other specialist programmes and services
- Communications and marketing & social media
 - Liaison with the Engagement Team, creating social media content, updating the Library website pages with customer advice, opening hours etc
- Digital Delivery
 - Liaison with the Digital Delivery & Development teams e.g. administration and support for the customer digital interface
- Disability Support
 - Support for the accessible equipment facilities and administration of recommendations for DASS registered students
- Deliver the operational requirements of a busy and proactive customer services team
- To use and maintain an up to date knowledge of all library services, management information, and transactional systems
- To ensure visibility for our customers you will be required to wear branded clothing provided by the Library
- There will be a requirement to work a shift pattern which will include some weekends and some evenings.
- To undertake regular training provided for continuous professional development and to updates and development of Library services
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To share in the Library's culture and values and ensure the working environment reflects the Library's Ways of Working

Person Specification:

Essential knowledge, skills and experience:

- Qualifications: Five GCSE's
- Undertaken customer service training within the last two years
- Proven track record of successfully working in a busy customer focused environment in either public or private sector
- Possess excellent customer relationship skills and able to demonstrate positive, proactive approach to customer service
- Knowledgeable in customer relationship best practice

- Experienced in getting positive outcomes from potentially difficult situations
- Knowledgeable and confident in using digital applications, including management information systems, office software
- Comfortable with using social media platforms and aware of professional best practice
- Excellent verbal communication skills, including awareness of body language and demeanour, appropriate use of informal and formal vocabulary
- Excellent written and presentation communication skills
- Attention to detail and accuracy when dealing with administrative processes
- Ability to work under pressure and to prioritise in the moment
- Able to work under own initiative within the expectations of the role
- Ability to interpret and implement policies and procedures in a clear and positive manner
- Flexibility in approach to duties and work schedules as required

Desirable skills, knowledge and experience:

- A demonstrable awareness of the University and Library strategy together with an aspiration to be involved