

Employer:	Karbon Homes
Vacancy:	New Start Customer Service/ Reception Host
Hours:	Flexible up to 30 hours
Salary:	£11.44 per hour (National Living Wage)
Working pattern:	Flexible depending on hours but within Monday to Friday 8am to 6pm
Number of vacancies:	1

Job Summary

Byker Community Trust operates in the heart of the Byker Wall and we're looking for a new person to be the welcoming face for our customers when they come in to visit us!

You'll be working from our office on Raby Way, Byker and you'll be supporting to man the front reception and support all administrative tasks that entails.

Key tasks will include:

- Manage the visitor sign in/out book and provide all visitors with a pass
- Ensure upkeep and maintenance of the reception area, interview rooms and Board room to a high standard at all times
- Deliver a high quality customer experience
- Engage with our customers in person, via telephone, email or video call
- Answering queries, or referring them to the appropriate member of staff
- Assisting with large mailings to customers
- Matching documents to customer records

Essential skills, experience and qualifications

What do we expect to see from you?

This is a starting role, so we don't need qualifications or experience... that's what we're here for. But there are a few key behaviours and skills we want to see from our candidates; and these are ones that if you possess and can demonstrate; you will make this work placement a real success!

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| | <ul style="list-style-type: none">• Good attention to detail• Well organised• Good communication skills, able to demonstrate customer care and to be polite and courteous• A commitment to own learning and development and ready to complete the training on offer• Ability to work well as part of a team and on your own• Ability to use ICT equipment and applications• Able to actively listen to customer queries |
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