

Job Title	Receptionist/Customer Care Associate		
Directorate or Region	SSA	Department/Country	Exams/Projects in Zambia
Location of post	Lusaka, Zambia	Pay Band	Country Appointed PB2
Reports to	Exams Services and Ops Manager	Duration of job	Full-time (Four-year fixed term contract)

Purpose of job:

To deliver a superb experience to any British Council customer, client or stakeholder by delivering an effective, efficient and quality driven front line service on the full range of British Council activities, products and services in Zambia.

Context and environment:

This post will be managed by the Exams Services and Ops Manager. This post requires generic but high-quality customer service skills to manage customer enquiries by telephone, email, fax and face-to-face. The role includes meeting or exceeding the British Council's Customer Service Standards and Mystery Shopping specifications.

Accountabilities, responsibilities and main duties:

The postholder will be accountable to the Exams Services Manager and the Programmes Manager, for the successful delivery of specific customer services activities.

The postholder will be responsible for providing customer service and administration support to Examinations, Programmes and Resources teams within the BC Zambia portfolio.

Specific duties will include:

- Customer management:
 - Handling all first level enquiries
 - Handling miscellaneous enquiries and then referring the enquirer to the appropriate staff member within British Council Zambia, or the appropriate external organisation
 - To update & maintain standard responses and other information for enquiry handling
 - Forward all 2nd level enquiries to relevant colleagues and ensure they are attended to within specified timelines
 - Carry out all reception/FOH (Front of House) duties
- Administration duties
 - Assist in office administrative tasks related to exams administration and projects, or as agreed in advance with Line Manager
 - Manage the Customer Effort Assessment and similar exercises
 - To record accurate statistics on the number and type of enquiries received and how they were dealt with

- Collect scorecard data & customer feedback
- Event support
- Ensuring that all customer service activities are consistent with key equal opportunities and diversity principles
- General support, including:
 - Maintaining contacts databases
 - Sending out exams, resources or projects related communications

Key relationships:

Internal:

- coordination and cooperation with other colleagues
- general team-working with colleagues across the directorate

External:

- coordination and cooperation with counterparts in partner organisations

Other important features or requirements of the job:

Customer service work requires occasional work outside conditioned hours, for example in the evenings or at weekends. Overtime or TOIL should be agreed with the line manager in advance to maintain an adequate work-life balance. Postholders may be required to travel abroad on BC business and should therefore hold valid travel documents.

Please specify any passport/visa and/or nationality requirement.	Right to live and work in Zambia
Please indicate if any security or legal checks are required for this role.	None

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	Connecting with others (More demanding)	Shaping the future (Essential)	Interviewing
	Working together (Essential)	Creating shared purpose (Essential)	Interviewing
	Being accountable (More demanding)		Interviewing
	Making it happen (More demanding)		Interviewing
Skills and Knowledge	Computer skills	Marketing and customer service (Level 1)	Shortlisting & interviewing
	Communication skills		Shortlisting
	Very good command of English.		Shortlisting
Experience	Previous work in a customer-facing role	Previous work experience in handling both customer care and administrative duties	Shortlisting & interviewing
Qualifications	University degree or diploma from a recognised education provider	Recognised qualifications in administration, computer skills and customer service	Shortlisting

Submitted by	Craig Ewan	Date	27 th Feb 2015
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