GA Solicitors

Job description for: Customer Service Apprentice

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Host/Hostess</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports to:</td>
<td>Executive Operations Supervisor</td>
</tr>
</tbody>
</table>

Main purposes of role

The prime responsibility for the Customer Service Apprentice is to act as a host/ess, ensuring all visitors to the firm are greeted in a helpful, friendly and highly professional manner. This is a responsible position, requiring someone who can display an appropriate image of the firm, which prides itself on its high level of customer service. Duties will include, but will not be limited to, the main responsibilities given below.

Required skills, knowledge and experience

Essential
1. Well-presented and a good communicator with a pleasant, friendly and confident manner.
2. Able to prioritise and multi-task, work well and remain calm under pressure, with a flexible ‘can do’ approach.
3. High level of integrity with good organisation skills.
4. Excellent spoken English, numeracy and literacy.
5. Able to use modern telephone and IT systems and fully conversant with Word, Outlook and Excel
6. Ability to work overtime to cover sickness/holiday as required.

Desirable
7. Preferably trained for a front of house, hospitality and/or customer service role.

Key tasks
1. Meet and greet clients and other visitors in a welcoming, friendly and professional manner.
2. Serving guest refreshments and clearing away afterwards
3. Keep the reception, kitchen and meeting areas tidy, ensuring they are appropriately stocked at all times.
4. Deal with security arrangements for visitors and escort them to meeting rooms.
5. Make arrangements for meetings and training sessions, organising refreshments and catering as required.
6. Taking, checking and copying ID documents from clients.
7. Receive and process deliveries.
8. Prepare mail and enclosures for despatch, as and when required.
9. Answer, present and transfer telephone calls to others in the firm efficiently and professionally, using voicemail as required.
10. Handle new enquiries and directing calls or visitors to the appropriate individual/team.
11. Undertake any specific training when required to do so and overall to have a responsibility towards self-development.
12. Provide support to other departments as required.
13. Any other reasonable duties as may be reasonably required from time to time, including but not limited to, for example: assistance with archiving, document production using audio typing, taking payments and managing petty cash etc.