

JOB DESCRIPTION

- 1. Post Title:** CUSTOMER SERVICES SECTION HEAD (Hours negotiable between 30 to 37 per week)
- 2. Salary Grade:** Scale 6/SO1 Spine Points 18 – 25 (£24,982 - £29,577)
- 3. Responsible to:** CEO
- 4. Responsible for:** Customer Services Assistants and Temporary staff as appropriate
- 5. Job Purpose:** To manage the Help Point and to deal with a wide range of enquiries from the public. To liaise accordingly with Mid Sussex District Council, West Sussex County Council and other partner organisations. To develop new and existing services and to ensure that a high level of customer service is maintained, service standards are met and to undertake project work.
- 6. Functional Relationships:**
 - (i) CEO to ensure service standards are met, and that strategic development and capital projects are delivered.
 - (ii) Maintenance Co-ordinator regarding rectification works and liaising with partner organisations.
 - (iii) Corporate Services Manager regarding reconciliation of income and stock control.
 - (iv) External customers and representatives of partner organisations.
- 7. Key Activities:**
 - (1) To manage the Help Point and Tourism Information Centre (TIC) Service. To ensure that the Help Point and TIC is adequately staffed at all times and that customer service standard are delivered.
 - (2) To manage the Customer Service Assistants to include undertaking Performance and Development Reviews, arrange shift patterns, assist with recruitment, identifying training and development needs and evaluating the outcomes. To share and part manage an operational services assistant in collaboration with the CEO to supplement the administration of the section.

- (3) To produce statistical reports of Help Point enquiries and customer enquiries data for both the Town Council and partners.
- (4) To liaise with market traders and manage bookings (Currently under review)
- (5) To manage and develop the Customer Relationship Management (CLIO) system in the Help Point and liaise with the Maintenance Co-ordinator to develop reporting systems
- (6) To undertake project work and seasonal research work.
- (7) To manage the Electronic Point of Sale (EPOS) machine and any changes to it. To ensure that all cash and cheque reconciliation is undertaken daily and the appropriate records kept. Maintain a stock control system liaising with the Corporate Services Manager as appropriate. Ensure the acceptance of tickets and ticket sales are administered according to procedures.
- (8) To develop the section's budget, ensure that the Help Point budget target is met and a wide range of saleable stock is available.
- (9) To liaise with surgery users and coordinate the display diary, various promotions in the Help Point and ensure the events listing is updated daily.
- (10) To maintain a visitor record system for visitors to the building.
- (11) To ensure that security and cleanliness of the shop is maintained at all times.
- (12) To undertake sporadic Help Point Customer Service Surveys and analyse the results.
- (13) Day to day control of the allocated budget for the Help Point miscellaneous issues, concessionary fares and the Help Point staff uniforms. Assist the CEO with drawing up the section's budget.
- (14) To publicise the Help Point by producing articles for the About Town magazine and Press Releases and ensuring that any deadlines for these are met.
- (15) To ensure that the Help Point and TIC pages on the BHTC website are accurate and up to date.
- (16) To inform the CEO of any issues that the Customer Service Key Area Group needs to consider and to assist the CEO in the compilation of management and other (including committee) reports.
- (17) To attend management meetings with the CEO and hold weekly meetings with the Help Point employees.
- (18) To liaise with ATOC to ensure discount codes for concessionary fares are available to customers when they purchase railcards.
- (19) To coordinate bookings of the council chamber, small meeting room, surgery and front desk.

- (20) To modernise the Help Point through the introduction of more technology.
- (21) To recognise and be aware of the requirements of the Health and Safety At Work Act 1974 as well as Fire and Safety Regulations and ensure that these are observed and regularly carried out.
- (22) To undertake such duties as may be reasonably required by the Council.