

ESSENTIAL DUTIES AND RESPONSIBILITIES

CUSTOMER SERVICE ASSISTANT

(Reports to: Senior Events Coordinator)

Job Objective:

As Customer Service Assistant, you will be responsible for greeting guests, welcoming them to the Lloyd Erskine Sandiford Centre, and assisting them throughout their visit. The successful candidate will need to be flexible, accommodating, and knowledgeable about the facility, knowing what the facility can offer to customers in any number of special circumstances and be able to make recommendations based on their needs.

The Customer Service Assistant will be responsible for answering queries of customers via phone, or face to face and must have a thorough knowledge of current events being held at the centre and their location. The position's major responsibility will be to keep current or up-to-date information regarding all corporate products, procedures, and services of the organization.

The person holding this important position must also possess excellent communication skills, a pleasant demeanor, the ability to be calm at all times and be able to respond to queries, problems, concerns or emergencies.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- ❑ "Meet & Greet" visitors to the Centre and direct to the correct location.
- ❑ Work closely with Event Coordinators to ensure that a seamless service experience is enjoyed by all clients using the Lloyd Erskine Sandiford Centre facility.
- ❑ In conjunction with the Senior Events Coordinator, plan, coordinate and execute events as assigned.
- ❑ On occasions be required to oversee small events in the absence of an Event Coordinator.
- ❑ Perform Box Office duties, inclusive of the handling of cash, credit/debit card transactions.
- ❑ Being knowledgeable of the country's current affairs with the specific ability to recognize and afford the requisite protocol to local, regional and international dignitaries including government officials visiting the Centre.
- ❑ Ensure that the entrance and lobby area is clean and clear and always well appointed.
- ❑ Obtaining on a daily basis a list of events to be held at the Centre and ensure that the Events display (digital or otherwise) is kept up-to-date and accurate.

- ❑ Recording and reporting unusual activity or any strange packages or luggage left unattended, to security and management.
- ❑ Prepare reports, as required.
- ❑ Being aware of the location of all in-house services including public telephones, washrooms, first aid boxes, alarms, fire extinguishers, water hoses and light switches etc.
- ❑ Liaise with the Event Coordinators to determine whether any special meet-and-greet arrangements are required.
- ❑ Liaise closely with security.
- ❑ Storing, displaying and issuing BCSL material as directed, as well as keeping a supply of maps and other tourist related information for the benefit of visitors.
- ❑ Perform concierge services inclusive of maintaining a list of taxi drivers, average prices and possible distance in time or kilometers, as well as familiarity with location of local businesses and their opening and closing hours including banks, post offices, libraries etc.
- ❑ Being aware of local events and where possible securing relevant information.
- ❑ Knowledge of the location of government ministries and other important offices including embassies, chamber of commerce, social clubs.
- ❑ Maintaining a telephone listing for all emergency/essential services e.g. police, fire, hospitals, airport, airlines and seaport.
- ❑ Perform general administrative duties for the Sales & Marketing Department.
- ❑ Maintain and organize client and marketing files in the Sales & Marketing Department.
- ❑ Provide necessary logistical and administrative support for the successful execution of conferences and events.
- ❑ Assist as required in the preparation of amendments and cover letters for the department.
- ❑ As required perform minute taking duties for the department.
- ❑ Performing other related duties as may be assigned by the manager/supervisor.

Desired skills and abilities

- The incumbent requires a working knowledge of Microsoft Office - specifically Word, Excel, Power Point, and Project.
- Excellent writing and presentation skills.
- Oral communication and good public speaking skills essential.
- Excellent people, sales, planning, negotiation and service skills.
- The ability to effectively communicate proper use of the English language both verbally and in writing.
- Good interpersonal skills.
- The ability to track all contracts and provide requisite reports.

Ability to:

- Be a team player is critical.
- Work extended hours under varying schedules.
- Meet rigid deadlines.
- Plan administrative duties and be a good time manager.
- Prioritize, be creative, energetic, innovative, multi-task and work successfully under demanding conditions.
- Meet and exceed required performance standards.
- Actively listen and assimilate information quickly.

Minimum Qualifications

Customer service skills are key to this profession. The ideal candidate should have at least five (5) CXC or equivalent certificates at Grades 1 or 2, including English Language, with at least three (3) years' experience in an event planning, customer service and/or hospitality environment. A foreign language will be an asset.

The successful candidate must have access to an automobile.

Remuneration and Benefits

Remuneration will be commensurate with qualifications and experience. The company also offers a contributory pension plan, as well as group health and group life insurance upon successful completion of probationary period.