



Staff Vacancy Notice **hctgroup**

Customer Services Assistant, Hackney, £Comp

Posted: 27 June 2018. Deadline: 13 July 2018.

A vacancy has arisen in our Community Transport Unit for a Customer Services Assistant. The post involves helping to meet the transport needs of our individual and group customers – handling a high volume of telephone calls monitoring emails, processing telephone and on-line booking requests. In addition, the role will also involve providing intelligence about customers' needs to support service development.

The successful candidate will have proven experience of working in a customer-focussed environment, with an excellent telephone manner and the ability to communicate with a wide range of individuals - including adults with health conditions such as hearing loss or dementia – via telephone, email, text message, letter or other accessible format. Experience of call centre operations and strong data skills would be a distinct advantage.

A full job description for this role can be downloaded at www.hctgroup.org/jobs.

To apply for this role, please send a CV and cover letter to pamelamooroogan@hctgroup.org no later than 13 July 2018.

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