

ROLE	Customer Service Assistant (CSA)
STATUS	Part-time (based at the Head Office in Bolton)
HOURS	7 hours/week on a Saturday
RESPONSIBLE TO	Customer Service Manager
SALARY	National Living Wage

The CSA is the first point of contact and responsible to process donations and respond to queries in a professional manner in accordance with the Trusts policy and procedures, within acceptable timescales. Customers are defined as donors, beneficiaries, staff, volunteers and the general public. These could be individuals or organizational institutes.

Assist in the development of the Customer Services Role with Ummah Welfare Trust.

MAIN DUTIES

- Dealing with customer requests/queries by telephone, email and face to face.
- Processing donations.
- Carry out duties as the receptionist of the charity, including being host to visitors, accepting small to medium deliveries, and assisting with larger deliveries if required.
- Maintaining and updating records on our database.
- Assist with the Trusts general and publications email.
- Disseminate accurate information and actively assist in resolving customer queries.
- Reporting any system issues to the line manager/Secretary to the Trustees and relevant department when necessary.
- Printing and Posting duties.
- Analyzing and Responding to Failed donations.
- Assist in the resolution of any Customer Complaints you may have received.
- Assist the Call Centre Staff with training and advice if and when necessary.
- Housekeeping
- Opening and Closing of premises.

OTHER DUTIES

- Assist with Jamaat Khana duties when necessary.
- Be available to cover during busy periods i.e. Ramadan and Qurbani.
- Attend and assist at the Annual Staff & Volunteers meeting.

DESIRABLE DUTIES

- Assist in the recruitment of Call Centre staff for peak periods.

PERSON SPECIFICATION

- You will have a minimum of 4 GCSE's grades A*-C (or equivalent) - English being essential.
- Ability and commitment to deliver excellent customer service skills
- Strong communication skills, both written and verbal.

- Competent IT skills, including Word & Excel.
- Ability to work unsupervised.
- Ability to work to deadlines and under pressure.
- Physically fit.
- To have a flexible approach to work, be a team player and able to lead a small team during peak periods.
- Sympathetic to the aims and objectives of the Trust.
- Able to speak either Urdu or Gujarati.

This post is subject to a Disclosure and Barring Service (DBS) check.

To apply for this role, please email your CV and Covering Letter to vacancies@uwt.org. The closing date for applications is **14th August 2020**, although the position may close sooner if the right candidate is found.

For a discussion about the role please contact Ahmed Saeed on 01204 661030.