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| **Job Title:** | Customer Services Advisor |
| **Reports To:** | Home Manager / Customer Services Manager  |

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| **Job Summary:** | To support the Home by providing a positive and welcoming public image at the first point of contact, whether in person or by telephone, to promote and market the Home to prospective new residents and their families in line with Avery’s Customer Experience and undertake various marketing and sales activities |

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| **Role Responsibilities:** |
| * Responsible for the Reception area and ensuring it is always presented to a high standard
* Ensure that all enquiries are recorded fully accurately and that this information is followed up and kept up to date to ensure occupancy targets are met
* Know the Home sales show route, and check daily to ensure all areas for sales show rounds, including the showrooms, are presented to a high standard and in line with the show suite checklist
* Support with the process of show rounds
* Greet people politely and professionally, whether in person or by telephone and offer assistance to all visitors to the home in a courteous and helpful manner
* Ensure all enquiries are entered into AEMS
* Actively follow up and manage any sales enquiries through to admissions.
* Ensure all sales and marketing material is presented to a high standard, whether in person or via e-mail
* Respond promptly to any Facebook comments or enquiries
* Pass essential information to relevant staff or residents immediately
* Ensure that incoming telephone calls are accurately transferred, with details recorded in case a callback is required
* Develop positive relationships with external stakeholders
* Assist the Home Administrator as required and support with duties as delegated in their absence
* Attend staff meetings and staff training sessions as necessary and Group Sales meetings and development days where required
* Demonstrate care and empathy to the residents within the home
* Adhere to Home Policies and Procedures.
* Support with actively marketing the Home in the local area and keep an up-to-date database of competitor prices
* Work with the Recreation and Leisure team to market the Home positively using social media
* Provide administrative support to the Manager and, where appropriate, other staff, including diary management, photocopying, filing, and maintaining record
* Ensure resident confidentiality is maintained and the GDPR policy is always adhered to
* Maintain professional knowledge and competence

**This job description covers the main areas of responsibility and is not exhaustive. It will be subject to change periodically, and senior managers may request other reasonable duties** |

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| **Person Specification:** |
| **Experience** |  |  |
| Hold or work towards an NVQ in Computer Studies or Administration or equivalent  | E | Application form/CV/Interview |
| Previous experience in working in a customer service role for a minimum of 2 years | E |  |
| Knowledge/Skills & Abilities |  |  |
| Computer literate with a good working knowledge of MS Suite (Word, Excel, PPT and Outlook) | E | Application form/CV/Interview |
| Ability to communicate effectively both verbally and in writing with fluency in the English language.  | E | Application form/CV/Interview |
| Effective interpersonal skills and professional telephone manner | E | Application form/CV/Interview |
| Have a positive attitude to all residents and visitors | E | Application form/CV/Interview |

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| **Required Values:**  |
| ***Caring*** | Puts people firstShows kindness, warmth, and compassion and respect Recognises individuality and personal choice |
| ***Supportive*** | Works in new ways to source solutions for residents, families, and others Makes life meaningful for others  |
| ***Proud***  | Fully committed to ensuring all residents, and members of staff are treated fairly, and feel they belong, shares success.  |

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| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:**  |  | **Date:**  |  |