

JOB DESCRIPTION

JOB TITLE: Customer Service Advisor

LOCATION: The Gyle Shopping Centre

REPORTING TO: Operations Manager

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

Gyle Shopping Centre is one of Edinburgh's prestige retail outlets which benefits from easy commuting from Edinburgh city centre and surrounding areas, it offers free parking and discounted benefits from certain retailers, As part of the ABM security team you will also benefit from full uniform with an annual refresh, access to Perkbox employee benefit scheme which includes discounted Evouchers for most retailers, including Gyms, holidays and car rentals to name a few, it also offers Employee assistance programme which boasts 24/7 365 independent support for all colleagues. This position is for a Part Time Customer Service Advisor working 6 hours per week, on a Sunday 11am -5pm , at £8.91 per hour, we offer 28 days annual leave including public holidays (pro rata for part time workers).

Online E learning is readily available which supports our comprehensive Learning & Development programmes offered to all ABM colleagues. Full training and induction programme for all colleagues with a one team approach this is a fantastic opportunity to join our team.

Gyle Shopping Centre Customer Service Advisors are responsible for the safety and welfare of members of the public who visit the Centre to ensure that they have a pleasant shopping experience without fear of any incidents occurring which may affect that experience.

They are also responsible for ensuring that assistance is afforded to all customers who visit Gyle.

Main Duties & Responsibilities:

- Issue of Gyle Shopping Centre Gift Cards
- Booking in & out mobility equipment.
- Answering the phones.
- Assisting with various Admin tasks
- Dealing with customer complaints.
- Assisting all members of the public when requested.
- Attending first aid incidents.
- Fire/bomb evacuation.
- Dealing with lost/missing persons.
- Dealing with lost/found property.
- Passing on information to Security in relation to incidents within the Centre
- Reporting defects/spillages within the Centre.

Person Specification:

- Availability as and when required including evenings and weekends depending on shift patterns.
- Promote a clean and safe working environment by ensuring all tasks are carried out in line with company policies and procedures.
- Have strong customer service skills.
- Ensure all health and safety procedures are applied in complying with legislation and company policy and procedure.
- Maintain critical standards for professionalism, service, speed and quality assurance.
- Adhere with new policies and procedures to ensure that a respectful workplace exists.

Essential

- Sound communications skills.

Desirable

- 2 years Relevant experience (retail)
- Cash Handling

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;

- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.