



# Customer Support Assistant

Job information	
Job Title	Customer Support Assistant
Location	Gateshead, Tyne & Wear
Contract Type	Permanent
Hours of work	Full time (37.5 hours per week), generally within office hours
Salary	£23,400 per annum

Position in organisation	
Department & Team	Operations
Reports to	Head of Operations
Works in conjunction with	Colleagues across the business

Overall purpose of the job
To provide the best possible customer service experience for teachers, schools and organisations, and be the first point of contact for anyone contacting Sing Up. To support colleagues across the business with sales and operational tasks.

Main duties and responsibilities
<ol style="list-style-type: none"><li>1. Customer service, Membership, and sales support</li><li>2. Reception and shop duties</li><li>3. Reporting duties</li><li>4. Music Education Hub support</li><li>5. Other general responsibilities</li></ol> <ol style="list-style-type: none"><li><b>1. Customer service, Membership, and sales support</b><ul style="list-style-type: none"><li>• Be the first point of contact and provide excellent service and support to all customers and contacts with the aim of achieving first contact resolution, high customer satisfaction, and positively contribute to sales figures</li><li>• Assist Sing Up Members and Friends with any issues/queries in relation to their account or the Sing Up website. This will encompass general package enquiries, billing &amp; payment queries, IT troubleshooting and general guidance on how to use the Sing Up website and resources</li><li>• Effectively manage multi-channel customer communication routes (multiple email inboxes, website contact forms, telephone calls, etc.), and maintain close and positive working relationship with colleagues to ensure efficient and effective collaboration in order to resolve enquiries efficiently, effectively, promptly and in a friendly and professional manner</li><li>• Ensure that all contact with customers is appropriately and accurately logged and documented using the CRM and other applicable business systems</li><li>• Maintain an expert working knowledge of Sing Up resources and website functionality in order to provide speedy first-class support and guidance to Sing Up Members and Friends</li><li>• Maintain an excellent knowledge of Sing Up's product pricing, discounts and offers and be able to articulate the benefits of Membership in line with current strategy as directed by the Sales &amp; Marketing team</li></ul></li></ol>

- Assist the Sales and Marketing Team with completing physical mail-outs and the appropriate processing of returns
- Carry out additional customer service functions as required

## **2. Reception and shop duties**

- As first point of contact for Sing Up, answer incoming telephone calls promptly in a friendly and professional manner, responding to questions and queries directly or manage caller communication/follow-up where a resolution requires the assistance of a colleague(s)
- Ensure daily collection, appropriate sorting and distributing of inbound post
- Collate and frank all outbound post and arrange couriers as required
- Pack and dispatch shop purchases promptly or where fulfilment is realised by partners, communicate fulfilment details efficiently and promptly
- Log postage spend against the relevant budget(s) and keep spend within the overall allocated budget
- Assist Support Executive in monitoring stock levels of the online store, including communication with partner suppliers as well as internally to ensure correct stock levels are displayed for products in the online store
- Carry out other administrative duties as required

## **3. Reporting duties**

- Collaborate with Support Executive in compiling regular Support Reports detailing activity and trends alongside suggestions for improvements
- Log and monitor enquiry trends, feedback on Member experiences, and significant changes in Members' behaviour or attitudes to help identify any potential resource or service issues that may require attention
- Provide suggestions to Sing Up departments to help improve the Sing Up offer and drive increased sales
- Work closely with the Operations Team to continually monitor and improve upon our business and operational procedures in relation to the management of customer services and Sing Up Membership
- Assist Support Executive in continually reviewing and improving customer FAQs and help guidance

## **4. Music Education Hub support**

- Work closely with the Partnership Manager to assist in Partner Membership administration, including the updating of Membership data, assistance with providing Membership benefits, communication support, and the review, cleaning, and maintenance of varying data sets
- Provide a weekly overview of orders and place orders timely
- Provide support with regular reports
- Setup and carry out all tasks related to Big Sings, including setup of accounts; creation of playlists; pre- and post-event communication

## **5. Other general responsibilities**

- Assist the Finance Team with customer facing financial task in staff absence. This may include the processing of cheques and BACS payments, overseeing the finance inbox, and other relevant tasks
- Assist in the planning, preparation and execution of Sing Up meetings and events

- Work closely with the Head of Operations to support testing and implementation of new projects and functionality across all our systems
- Realise data cleaning as directed
- Conduct research and produce reports as required
- Provide general administrative support to all colleagues, including freelancers, as required

Sing Up has a small team and sharing work flexibly across the team is part of the way we work. You will not be asked to undertake work that you do not have experience in without appropriate support or training.

### Person specification

#### Essential knowledge, experience and skills

- Demonstrable office administration and customer service experience
- Demonstrable experience of handling public facing/customer enquiries
- Excellent telephone and customer service manner
- Excellent organisational skills and attention to detail
- Understanding of customer database systems
- Experience in working with business reports
- Good working knowledge of Microsoft365 (including SharePoint, Teams, Excel, Word, Outlook)
- Good digital/web skills including being familiar with multiple web browsers and a basic understanding of cookies, caching etc.
- Excellent oral and written communication skills
- Creative thinker and natural aptitude for problem solving
- Able to work flexibly on own initiative and in a team, and a commitment to collaboration
- Pleasant, helpful and proactive attitude to work

#### Desirable knowledge, experience and skills

- Knowledge or demonstrable interest in the arts/music/education sectors
- Experience of managing, organising and analysing data sets of varying sizes
- Advanced Microsoft Excel skills

We don't necessarily expect applicants to come with all these skills, knowledge and experience, but the willingness and aptitude to develop them is essential.

Please note that the successful applicant for this post may require a Disclosure Check – Enhanced Level with the Criminal Records Bureau. This is due to the fact that the post may have access to children. Further information is available from [www.disclosure.gov.uk](http://www.disclosure.gov.uk)

### Benefits

- Generous annual leave entitlement of 25 days plus bank holidays. In addition, the Sing Up office is normally closed between Christmas and New Year, so, at the discretion of the CEO you will receive an additional number of days off during this period, which will not be taken from your leave allocation. All this can amount to around 38 days leave each year.
- Pension scheme, a great way to save for your retirement and allows you to benefit from employer contributions and tax advantages
- Life Assurance and Critical Illness scheme providing a varying lump sum benefit in the event of death, a diagnosis of a predefined critical condition which makes it impossible for you to continue work, a diagnosis of your child suffering from one of the insured illnesses

- Travel loan scheme to help you save on your travel costs when you are working from our Sing Up Gateshead office
- Flexible working, including flexi-time, TOIL, home-working, and more to support a healthy work-life balance, offering as much flexibility as possible considering the requirements of the role
- Professional development and learning where you will be supported in developing your skills and knowledge
- A supportive team and company who are deeply mission-driven and passionate about Sing Up's wider purpose. Find out more here: <https://www.singup.org/about-us>.