

BOROUGH MARKET

Customer Service Officer – October 2021

Job Description

Job Title Customer Service Officer

Purpose of the job The primary function of the Customer Service Officer is to be the focal point for customer services in the Market. The role requires the upkeep and maintenance of the Borough Market Store, ensuring that products are well stocked and there is always sufficient cover at busy periods. This includes selling products and taking payment. Actively contribute towards a positive and thriving environment within the Market and support general administrative needs across the business.

Reports to Head of Communications and Marketing

Direct Reports N/A

Key Internal/External Relationships

External

- All visitors to the market
- Leaseholders and stallholders
- Consultants, suppliers and contractors
- Local stakeholders including local authorities, Friends scheme members and Cookbook Club members, community groups, emergency services, school groups, film crews, local businesses and high-profile members of the community
- Third party partner organisations

Internal

- All staff
 - Management team members
 - Trustees
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Key Responsibilities

Main duties include but are not limited to:

- Welcome all visitors and offer them assistance in line with the expectation within the organisation
 - Provide advice and information to visitors in an informed and engaging manner
 - Maintain a positive, flexible 'can do' attitude in approach to the role
 - Offer outstanding customer service to all customers, approaching, discussing product and going the extra mile with enthusiasm and expertise
 - Process all transactions using the Electronic Point of Sale system in a timely and accurate manner. Close the sale with the same level of service.
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- Offer excellent service and constantly strive to increase sales
 - Assist the retail team in monitoring stock levels and maintaining sufficient levels of stock for all lines
 - Coordinate personal shopping tours and liaise with the tour guide
 - Conduct customer exit surveys when required
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Person Specification

Qualifications

A good standard of education with sound knowledge of Maths and English

Previous experience/sector

Previous experience in a high profile, demanding customer service environment, especially customer service driven with a high personal expectation

Able to work under pressure and adapt swiftly to the needs of the business

Experience in visual merchandising and retail marketing desirable

Technical Skills/Knowledge

Intermediate level of MS Office required, including Outlook and Word, with a basic level of Excel and Powerpoint

Excellent product knowledge

Experience using Electronic Point of Sale Systems in a busy environment

Current UK driving licence is essential

Commercial/Business skills

Excellent listening Skills

Customer service oriented

Enjoy a retail sales environment

Excellent verbal and written communication

Motivation

Team player but able to work alone and take responsibility, with a “can do” attitude

Professional yet friendly and approachable demeanour

Professional image – smart, well groomed presentation is essential.

Honest and reliable, and trustworthy in dealing with cash payments and daily reconciliation

Passionate about the food sector

Status of role

Part time contract for 6 months, 20 hours per week including weekend work
