

Job Description

Job title	Corporate Customer Service Team Leader	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

The day to day operation is diverse and requires the team to be flexible to not only accommodate the requests received from the building users, but also maintain the high standard of the building itself, and quality of service the building users. The Corporate Customer Service Team Leader will play a pivotal role in delivering this high quality service, by responding to building users and making physical contact as required.

The Corporate Customer Service Team Leader will facilitate the smooth running of the front of house facility, ensuring all queries are dealt with promptly and to a satisfactory conclusion. This role will be a part of the Customer Service team delivering key customer focused services to all building users and visitors. The highest degree of expertise in customer service and communication is required, to ensure all staff and visitors to the building are treated politely, professionally and efficiently, to ensure the best customer experience is consistently delivered in a knowledgeable and professional manner.

As part of the site information hub, the roles include meeting and greeting staff and visitors to the Estate, ensuring conference facilities are set up according to the customer requirement, trouble shooting audio visual issues to ensure all AV equipment is ready for use and taking room bookings. Additionally, the role will include the day to day operation of helpdesk, including logging accurate reactive information on the CAFM database.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

1. Deploy team appropriately to ensure service is delivered in line with the agreed SLA Deploy team appropriately to ensure service is delivered in line with the agreed SLA
2. Line manage and maintain the training, development and succession plans for all members of their team, proactively driving their continuous development and ensuring the performance bar is continually raised.
3. Ensure minimum manning levels are maintained to ensure operational delivery at all times.
4. Promote by example EMCOR's values in all activities.
5. Operation of the conference room systems, room bookings (including ministerial meetings), ensure all audio visual equipment is operating correctly and rooms are set up to a high standard and according to the customer requirement.
6. Greet and meet all building users and visitors.
7. Demonstrate behavioural awareness of all staff and visitors to the building and respond calmly and in a friendly, helpful manner.
8. Provide knowledgeable and informed responses when dealing with customers. Be informed about the building and the surrounding area.
9. Be prepared to answer questions and deal with enquiries relating to the building, the visitor's host and host organisation, the location of the meeting, the conference area and all other building related information and procedures.
10. Ensure all visitors to the building are made aware of the evacuation procedure and the assembly

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point.

11. Follow the process for signing visitors into the building quickly and efficiently, ensuring security processes are adhered to. Make contact with the host, leaving the date and time if leaving a message. Keep the visitor updated if they have to wait for their host.
12. Perform fire warden duties in the event of a building evacuation, to ensure the building is cleared in a swift and efficient manner. Provide reassurance to staff throughout the process and assist in the reoccupation of the building once the all clear is given.
13. Actively participate and assist as directed/ required in business continuity situations (e.g. communications, directions to hot desks, alternative working arrangements and locations, other ad hoc arrangements).
14. Develop and maintain relationships with all client and ALB departments, particularly including FM representatives and receptionists.
15. Assist the security officers in maintaining the security of the building and be alert to activity in the area. Assist in the provision of high visibility guarding in the reception area, and report anything suspicious to the security supervisor or OCEM.
16. Maintain visitor records to ensure accurate management information is available on request, including number of visitors to the building, department and host details.
17. Support the facilities team ensuring a one team approach is adopted.
18. Assist in the management of meeting and conference rooms, including follow up reminders to maximise availability.
19. Provide administration support to the OCEM as required, including logging/ closure of on demand reactive tasks.
20. The role demands ability to multi- task and demonstrate flexibility in the approach to work.
21. Be conversant with all statutory and EMCOR policies and procedures and ensure compliance at all times.
22. A true team player as this role will be fully integrated alongside other internal and external staff in the sites information hub delivering a seamless service regardless of the enquiry
23. Play an active role in ad hoc duties such business continuity, building evacuation procedures, building communication and signage.
24. Carry out regular floor walks of the building to ensure any issues are proactively captured and resolved.

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

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Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

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- Previous and extensive experience in a front facing, customer service environment.
2. Experience of visitor management, telephone and helpdesk systems.
 3. SIA licence/ security guarding experience very advantageous.
 4. Conflict resolution training/ experience.
 5. Fire warden and first aider training and experience very advantageous.
 6. Able to work autonomously and maintain the highest standards – must be able to work on own initiative.
 7. Ability to multi-task and manage time effectively.
 8. Good all round knowledge of the building services operation.
 9. Excellent people skills, including good listening skills and behavioural awareness.
 10. Sound organisational skills and the ability to prioritise.
 11. First class communication skills.
 12. Flexibility to provide coverage of other aspects of the service delivery across the account.
 12. Excellent IT skills.
 12. Smart, presentable appearance at all times.

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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Line Manager <i>Signature</i>	
Print Name	
Date	

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Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	