

Job Description

Role:	Customer Services Coordinator
Salary:	£13,384.80 (Equivalent to Full Time Salary £22,308.00)
Hours:	22.5 Hours per week / 3 Days per week
Location:	Solidaritech Office
Closing date:	9am Monday 11th March 2024
Responsible to:	Chief Executive Officer

This post is initially offered on a 2 years fixed-term contract; however, it is our intention to seek ongoing funding for this role.

Purpose of the post:

To provide Solidaritech clients with help in their referrals for digital devices. Helping establish client needs, find the appropriate devices and to arrange the delivery and/or pick up of their device. To maintain relationships with key stakeholders, such local migrant support agencies, remote drop-off points and device donors.

Duties and responsibilities:

1. Referral Support

To assist CEO and/or Technician with Solidaritech referrals for technology, helping to establish the best fit for the client needs from available stock.

To manage the delivery/pick-up of referrals for technology, ensuring where possible that referrals are managed quickly, simply and professionally.

To record and annotate referral progress through the system on Solidaritech's CRM (Customer Relationship Management) system.

2. Administration

Provide administrative support to CEO and other staff members (Including support with basic Google Workspace use).

Assist Technician/Office Manager/CEO with data entry onto Solidaritech's CRM system.

Email correspondence and telephone conversations with Solidaritech referrers, clients, donors, volunteers and colleagues.

3. Information and Signposting

With assistance from the CEO, maintaining and updating Solidaritech's online information resources including the Solidaritech website and CRM, welcomebradford.org and any project-specific resources.

To provide a friendly, welcoming and understanding point of contact for people contacting Solidaritech.

Maintain a constant focus on innovation and process improvements to ensure service levels are maintained and improved upon.

Registered Address:
Assembly
20 North Parade
Bradford
BD1 3HT

01274 288 910
hello@solidaritech.com
www.solidaritech.com

4. Communications

Developing and maintaining positive relationships with Solidaritech referral partners.

Developing and maintaining positive relationships with volunteers, clients, donors and drop-off points.

Correspondence with people enquiring about Solidaritech and passing enquirers to relevant colleagues.

Assist CEO with production of Marketing and Communications materials.

5. General

Respond to telephone enquiries, signposting where necessary.

As part of the office team, assist with general administrative duties including answering incoming phone calls, hosting visitors, supporting volunteers etc.

Participate in staff meetings and related events and generally contribute to the effectiveness of the organisation.

Participate in individual supervision, training and appraisal as agreed with the CEO.

Carry out any other responsibilities that reasonably fall within the scope of the post-holder and assist with any reasonable duty at the request of the Board of Directors.

Personal Specification

Requirements

MoT

Method of Testing (MoT): A = Application form; I = Interview; T = Test

Qualifications	A
n/a	A
Experience & Knowledge	
1. Customer Service role	A Essential
2. Working in a small team	A Essential
3. Knowledge of basic IT	A Essential
4. Using a Customer Relationship Management System or Customer Database/Stock Control System	A Desirable
5. Experience of the migrant journey, and/or to speak other languages	T Desirable
Skills & Abilities	
1. Good written and verbal communication skills	A & I Essential
2. Knowledge and experience of working in a customer facing role.	A & I Essential
3. Competent computer and accurate keyboard skills.	T Essential
4. Confident reception & telephone skills	A Essential
5. Be able to keep calm when facing challenging customers	I Essential
Attributes	
1. Friendly and approachable manner	I Essential
2. Commitment to equality of opportunity and celebrating diversity	I Essential
3. Willingness to develop professionally and attend courses as required	I Essential
4. Enjoys working and communicating with a wide range of people	I Essential
5. Enjoys working collaboratively across a small staff team	I Essential
6. Commitment to Solidaritech's Vision and Values	I Essential
7. Willingness to give and receive constructive feedback	I Essential
8. Ability and willingness to work flexibly including some evening and weekend work (planned)	I Desirable