Commercial Coordinator – Leicester

Hiring organization
Heart of England Training

Reference:
Reference: CUS-APP-1123

Please download a copy of the Application form to submit your application –

Application for Employment

Please send CV and Application Form (download this), make sure this outlines how you meet the person specification of the job description to careers@hoet.co.uk

Employment Type
Full-time

Job Location
2 and 4 Causeway Lane, LE1 4AP, Leicester

Description

We are looking to recruit a Customer Service Apprentice who will work on the Reception desk in our brand new Leicester Academy for Hairdressing & Beauty Therapy and support with administration tasks.

Our Academy houses a commercial training salon with paying customers coming in daily for hair and beauty treatments, so the role heavily focuses on providing excellent customer service and maintaining an appointment booking system in an organised and efficient manner.

Responsibilities

- Respond to customer/visitor enquiries on the phone and face-to-face
- Supply information regarding the organisation to the general public, clients and customers
- Behave professionally and in a manner that reflects the company in a positive image
- To maintain the confidentiality of all information
- Take and relay messages
- Greet and direct visitors
- Deal with queries from the public and customers
- Ensure knowledge of staff movements in and out of organisation
- Monitor visitor access and maintain security awareness
- Provide general administrative and clerical support
- Prepare correspondence and documents
- Receive and sort mail and deliveries
- Schedule appointments
- Maintain appointment diary either manually or electronically
- Organise conference and meeting room bookings
- Monitor and maintain office equipment
- Tidy and maintain the reception area

Skills

- Good IT and typing skills
- Understanding of great customer service
- Keyboard skills
- Verbal and written communication skills
- Professional personal presentation
- Organisation and attention to detail
- Initiative
- Reliable work ethic

Interested in this position?

Please send Application Form (download this), make sure this outlines how you meet the job description and CV to careers@hoet.co.uk

We do reserve the right to close this advertisement early if we receive a high volume of suitable applications