

Customer Service / Administration Apprentice – Birmingham

Description

We are looking to recruit a Customer Service / Business Administration Apprentice who will work on the Reception desk in our Birmingham 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 CV and covering letter to humanresources@hoet.co.uk

Hiring organization

Heart of England Training

Reference:

Reference: BIR-APP-0222

Employment Type

Full-time

Job Location

Priory Walk, B4 7LJ, Birmingham