

Employer: South Tyneside Council

Vacancy: Trainees – Customer Service

Hours: 15 hours

Salary: 12.21 per hour: National Living Wage

Working pattern: TBC

Number of vacancies: 1

Job summary

To effectively deal with tenants, customers and visitors to the Council's managed workspace premises always ensuring the highest standards of customer care and to efficiently process administrative duties as required

South Tyneside Council are offering a training programme that will help individuals gain valuable work experience, recognised qualification/certificates that could lead to future opportunities within the working environment.

Work placements are within South Tyneside and the intake will be for a five month term that will focus on key attributes of a customer service, business centre role. The following list is an example of the areas of work experience you will gain:

- Operate the telephone and work on the front reception desk
- Liaise with tenants and resolve any queries, problems or issues
- Administrative tasks, such as uploading documents onto systems
- Using ICT systems, and maintaining records
- Prepare meeting rooms for tenants, customers and visitors

Essential skills, experience and qualifications

What do we expect to see from you?

This is a starting role, so we don't need qualifications or experience... that's what we're here for. But there are a few key behaviours and skills we want to see from our candidates; and these are ones that if you possess and can demonstrate; you will make this work placement a real success!

- A commitment to own learning and development and ready to complete the training on offer
- Recognise the importance of Customer Care and Customer Service.

	<ul style="list-style-type: none">• Good standard of education, ideally to GCSE level• Ability to use ICT systems, such as email, word, excel• Good communication skills• Able to work with others in a team environment• Good attention to detail
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