

## Customer Support Assistant

Job Information	
Job Title	Customer Support Assistant
Department & Team	Operations
Location	Holborn, London
Working Hours	37.5 hours generally within office hours

Position in Organisation	
Reports to	Head of Operations
Works in conjunction with	Colleagues across the business
Budget accountability	n/a

### Overall purpose of the job

To provide the best possible customer service experience for teachers and schools contacting Sing Up. To support colleagues with Sales and Operations tasks.

### Main Duties and responsibilities

- Provide customer service and sales support for Sing Up customers
  - Reception and enquiries
  - Membership support
  - Sales Marketing support
  - Content support
  - Music Education Hub support
  - Other general responsibilities
  - Other reasonable duties as requested
1. **Provide customer service and sales support for Sing Up customers**
    - Provide excellent service and support to all customers and contacts with the aim of achieving first contact resolution
    - Manage multi-channel customer communication routes (multiple email inboxes, website contact forms, telephone calls etc.) ensuring that all enquiries are answered promptly in a friendly and professional manner
    - Compile a quarterly Support Report detailing activity & trends alongside suggestions for improvements.
    - Provide suggestions to the Sales & Marketing team to help drive increased sales & report reasons why people may be deterred from purchasing or renewing membership
    - Carry out additional customer service functions as required.
  2. **Reception and enquiries**
    - As first point of contact for Sing Up, answer incoming telephone calls promptly in a friendly and professional manner, responding to questions & queries directly or directing the caller to the appropriate team member
    - Daily collection of inbound post, sorting and distributing this as appropriate
    - Collation and franking of all outbound post and arranging couriers when required
    - Using Salesforce & other applicable business systems, ensure that all contact with Members and

customers is appropriately and accurately logged and documented

- Other general administration as required

### 3. **Membership support**

- Assist school, organisation and individual Sing Up Members with any issues/queries in relation to their account. This will encompass general package enquiries, billing & payment queries, IT troubleshooting and general guidance on how to use our resources
- Log and monitor enquiry trends to help identify any potential resource/service issues that may require attention
- Work closely with the Operations Team to continually monitor and improve upon our business and operational procedures in relation to the management of Sing Up Membership
- Maintain an expert working knowledge of Sing Up resources and website functionality in order to provide speedy first-class support and guidance to our Members
- Maintain an excellent knowledge of Sing Up's product pricing, discounts and offers and be able to articulate the benefits of Membership in line with current strategy as directed by the Sales & Marketing team

### 4. **Sales Marketing support**

- Assist the Sales & Marketing team with the regular sales and information communications to customers. This will include proofreading outgoing communications, the preparation and data cleaning of reports & excel data sets, completing physical mail-outs and assisting with ongoing tasks from Sales Marketing
- Contribute to the planning of new sales & marketing initiatives by considering and addressing the operational and support implications in advance, making suggestions for how to make these effective as possible
- Continually review our customer FAQs & help guidance and make any improvement suggestions to the Operations team and the Sales Marketing team
- Ensure the Sales Marketing team is made aware of any significant changes in Members' behaviour or attitudes
- Assist with updates to the Sing Up website including responding to forum posts and creating occasional news stories as directed
- Create regular site ads to encourage customers to use specific resources
- Update and refresh old resources with current branding
- Create new documents/resources as directed by the Sales Marketing team

### 5. **Content support**

- Assist the Learning and Content team with regular tasks with relation to content development. This will include proofreading, the preparation of digital content, and assisting with ongoing tasks with relation to other content development
- Assist the Sales Marketing team with content development related tasks on the website including weekly and termly site updates
- Select photos for use on the website and other comms channels

### 6. **Music Education Hub support**

- Assist colleagues with tasks related to sales to and via Music Education Hubs
- Place weekly Hub orders for schools
- Assist in the updating and maintenance of data and information in relation to Music Education Hubs
- Support colleagues with tasks related to Big Sing events for Music Education Hubs

**7. Other general responsibilities**

- Assist in the planning, preparation and execution of Sing Up meetings and events
- Raise Purchase Orders and place orders on behalf of the Operations team as directed
- Conduct research and produce reports as required
- Provide general administrative support to the whole team and to freelancers as needed

**8. Other reasonable duties as requested**

- Sing Up has a small team and sharing work flexibly across the team is part of the way we work.
- You will not be asked to undertake work that you do not have experience in without appropriate support or training

**Knowledge, experience and skills required**

- Office administration experience
- Experience of handling public facing/customer enquiries
- Knowledge or demonstrable interest in the arts/music/education sectors
- Excellent telephone & customer service manner
- Good working knowledge of Microsoft Office (especially Excel, Word, Outlook)
- Good digital/web skills including being familiar with multiple web browsers and a basic understanding of cookies, caching etc.
- Understanding of customer database systems
- Excellent oral and written communication skills
- A natural aptitude for problem solving
- A creative thinker, able to work flexibly on own initiative and as a team player
- A pleasant, helpful and proactive attitude to work

**Desirable Skills:** Adobe suite knowledge more specifically InDesign, Photoshop and Illustrator