

Role Title

Customer Service Assistant

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Business Support	J Grade	Almaty, Kazakhstan	Indefinite contract	Customer Experience Manager

Role purpose

To provide administrative support to the Customer Services function to ensure a high quality service to internal and external customers. Create and maintain a professional image of the British Council by providing an efficient customer experience.

About us

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

We have operated in Kazakhstan since 1994 and have offices in Nur-Sultan, Almaty and Atyrau.

Main opportunities/challenges for this role

Opportunities

The role offers the postholder a broad range of task variety and responsibilities.

Challenges

- Providing effective business support across the entirety of our operations in Kazakhstan
- Excellent time management skills are needed, as well as an ability to work under pressure with time limits responding to various customer requests on daily basis via telephone and e-mail while gets along well with others.

Main accountabilities for this role:

- Deliver professional customer service to both internal and external customers
- Provide professional answers to customers' enquiries of different nature and format in accordance with the British Council corporate standards outlined in the Customer Management Framework and Operational Standards:
 - a) e-mail
 - b) face-to-face

- c) phone
- d) Social media, chat, messengers
- Take ownership of customer feedback by making clear notes on each enquiry, channelling them to relevant members of staff, and ensuring the answer is given on time
- Regularly check and monitor British Council online channels. Maintain regular communication with the Customer Experience manager to ensure that feedback from customers is taken into consideration when creating customer-friendly web content.
- Assist and support Exams colleagues, especially in relevant pre-exam and post-exam enquiries, as following: assist with making registrations and payments, approving candidates' registrations, handing out test certificates, mailing certificates, processing enquiries on results, handling requests to refund or transfer test dates, etc. Provide support to pre-test processes (ensuring that relevant application processes are completed and verifying that payment has been made) and post-test exams enquiries (issuing test certificates, including printing additional letters and packing in envelopes).
- Ensure all enquiries through all channels are recorded on a timely basis
- Conduct telephone-based surveys and/or gather other customer data
- Take responsibility for onboarding new or ad-hoc contracted customer experience team members.
- Provide excellent customer experience to all British Council customers and partners by maintaining the Customer Services standards in line with the Global Customer Services Policy and Framework.
- Ensure that all aspects of the customer services activities and processes comply with the British Council codes of practice, regulations and policies including but not limited to our policies for Child Protection, Health & Safety, Equality Diversity and Inclusion, Data Management and Protection, and Environment.
- Inform customers about the full range of products and services offered by the British Council
- Act proactively, read the website regularly, and maintain regular communication with colleagues to ensure an excellent knowledge of all British Council products and updates
- Create and maintain a professional image of the British Council
- Administer the customer services area, make sure it is clean and used effectively
- Keep all information and promotional materials up to date
- Ensure the handling of documents and other information in line with British Council standards
- Support the procurement and contracting of goods and services, and payment for them, in accordance with British Council procedures.
- Ensure that all projects and activities reflect the British Council's values and adhere to its Equality, Diversity and Inclusion principles; Child protection; Health and Safety; Environmental Framework.

Key Relationships:

Internal

- Customer Experience Manager Central Asia
- Country Director / Deputy Director Kazakhstan
- Exams Team
- Projects Teams Kazakhstan
- Business Support Teams Kazakhstan
- Country/ Regional Customer Management Team

External

- British Council Partners
- British Council Stakeholders
- British Council Customers

Role Requirements:

Threshold requirements:

Assessment

		stage
Passport requirements/ Right to work in country	Right to work in Kazakhstan	Shortlisting
Direct contact or managing staff working with children?	Yes. In line with our Child Protection agenda, the postholder is required to obtain a Police Report within one month of securing this job.	Shortlisting
Person Specification:		Assessment stage
Language requirements		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none">Fluent written and spoken English, Russian and Kazakh		Shortlisting
Qualifications		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none">University Degree or qualified to an equivalent level through professional experience		Shortlisting and Interview
Role Specific Knowledge & Experience		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none">Excellent written and verbal communication skills, including the ability to successfully communicate with the public, other employees and vendors.	<ul style="list-style-type: none">High level of proficiency with general office PC applicationsPrevious Customer Service experience is a plus (working with customers on the phone, face-to-face, and by e-mail)	Shortlisting and Interview
British Council Core Skills		Assessment Stage
Communicating and influencing (Level 1) - Communicates clearly and effectively Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.		Shortlisting and Interview
Using Technology (Level 1) – Operates as a basic user of information systems, digital and office technology Able to use office software and British Council systems to do the job and manage documents or processes.		
British Council Behaviours		Assessment Stage
Connecting with others Making regular opportunities to understand others (essential)		Shortlisting and Interview
Working together Establishing a genuinely common goal with others (essential)		

Being Accountable Delivering my best work in order to meet my commitments (essential)	
Making it happen Delivering clear results for the British Council (essential)	
Shaping the future Looking for ways in which we can do things better (essential)	
Prepared by:	Date:
Customer Experience Manager	2020