

Job Description

Customer Service Advisor

Status of role:	Full time
Responsible to:	Education Programme Manager
Responsible for:	N/A
Location:	Caledonia House, 1 Redheughs Rigg, South Gyle, Edinburgh
Salary:	£18,000 to £20,000

Role Summary:

Provide fantastic customer service to our members, coaches, and judges through responding to incoming communications in partnership with the education and development team.

In addition, provide administrative support to the education team to enable Scottish Gymnastics to deliver a high-quality education and development programme to our members.

Key areas of responsibility:

- Respond to queries via email and phone for the coach education and membership teams
- Logging of enquiries to assist with the provision of services
- Be the CRM champion for the teams
- Provide administrative support to colleagues in education and member services

Key Objectives:

1 Provide fantastic customer support by

- Responding to queries through the Education inbox
- Manage and respond to membership enquiries through the Membership inbox
- Be first point of contact for phone enquiries in relation to education and membership
- Signpost queries to relevant colleagues

2 Help shape the services we provide

- By logging and reporting the type of enquires we receive and sharing with colleagues it will assist with the shaping of how we provide services to our members.

3 Education course administration

- Process course subsidy

- Process qualifications and certification of candidates (on various systems including CRM and SQA)
- Manage the enrolment of candidates on CPD courses, including creating course registers where appropriate
- Manage the coach education resource stock including despatching resources.
- Pre and post course administration across the education team
- Maintaining records

4 Manage CRM

- Manage the membership process through CRM
- Support new clubs and members with their journey to becoming members and enrolling onto membership.
- Provide CRM reports to colleagues

Communication

- Communicate and collaborate regularly with:
 - Scottish Gymnastics members
 - education programme manager
 - workforce development manager
 - education administrator
 - club business manager
 - head of participation and development
 - head of operations
 - Scottish Gymnastics staff teams - specifically education, participation, and development
 - key stakeholders: discipline technical committees, funding and commercial partners, members
 - British Gymnastics and **sportscotland**
 - delivery partners
- Develop and maintain strong effective partnerships and relationships
- Represent Scottish Gymnastics at relevant Scottish, UK and regional events
- Attend Scottish Gymnastics meetings as appropriate

Monitoring and Evaluating

- Provide regular monitoring and trend reports for senior leadership team, the board, and any other relevant body.
- Work with colleagues in Scottish Gymnastics and **sportscotland** to establish a robust system for capturing and reporting data required for external agencies.

Managing and Developing Staff

- N/A

Other Duties

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties, and we recognise that jobs change and evolve. Consequently, this is not a contractual document, and you will be required to carry out any other duties to the equivalent level that are necessary to fulfil the requirements of the post. The job description should be reviewed annually to reflect the needs of the Scottish Gymnastics strategic plan.

Criteria / Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> National Grade 5 level in English and Maths or equivalent 	SQA in Customer service or equivalent
Skills and Abilities	<ul style="list-style-type: none"> Warm, friendly and outgoing personality Problem solver Competent IT skills Highly developed interpersonal and customer service skills Ability to demonstrate a methodical, organised and flexible approach to work Effective organisational skills Effective listening and verbal and written communication skills Ability to work using own initiative within boundaries An ability to work and communicate with a diverse range of people, establishing and maintaining effective working relationships Ability to plan, organise and prioritise workload to meet deadlines Excellent attention to detail Advanced decision-making skills Have tact and diplomacy Willingness to undertake a broad range of duties 	
Experience	<ul style="list-style-type: none"> Working in high volume enquiry environment Logging of enquiries Customer care and quality control Working as part of a team Working in an office environment 	<ul style="list-style-type: none"> Working knowledge of Sage CRM Working knowledge of SQA Connect

Knowledge	<ul style="list-style-type: none"> • Sound knowledge of Microsoft Office products including Word, Excel, Powerpoint and Outlook and the internet • Office systems and procedures 	<ul style="list-style-type: none"> • Working knowledge of Sage CRM • The member benefits of Scottish Gymnastics and membership categories
Personal Qualities	<ul style="list-style-type: none"> • Have integrity, drive, enthusiasm, and initiative • Ability to offer creative solutions to situations • A team player • Personal commitment to the development of gymnastics • Commitment to equality, diversity, and inclusion 	
Other Requirements	<ul style="list-style-type: none"> • Commitment to ongoing professional development • Ability to work some weekends 	