

Job Description

Ref No:

Job title	Customer Services Helper		
Directorate / Region		Department/Office	Customer Services
Location of Post	Hanoi, Vietnam	Job Grade / Pay band	Hourly-paid
Reports to	Customer Services Manager	Duration of Contract	Term-based

**Purpose of Job:**

To represent the British Council to the public via face-to-face, telephone and email communication. To deliver excellent customer service to actual and potential students, visitors and enquirers. To promote and sell English courses and related services.

**Context and Environment:**

As a team of 12, reporting to Customer Services Manager, you are the face of the British Council in Hanoi, providing front line service that is professional, friendly, welcoming and informative. As the sales team for our teaching business, you will provide information on products and services, counsel potential students and candidates. You will develop and maintain a front of house that provides a welcoming and attractive space, resources for the study of English.

At any time, around 1,800 children, teenagers and adults are studying English with us. We placement test potential new students on a weekly basis. 55 people work at the BC office in Hanoi, and the customer services team may also receive visitors and provide information for colleagues and events across all activities.

**Responsibilities and main duties:**

1.	<b>Enquiries</b> <ul style="list-style-type: none"> <li>• Answer enquiries received face-to-face, via telephone or email on British Council Hanoi's services in a friendly and professional manner.</li> <li>• Pass on those enquiries that need further counselling or advice to relevant staff or teams as necessary</li> <li>• Accept customer feedback in written, oral or electronic form and process or forward according to procedures</li> </ul>
Standards	<ol style="list-style-type: none"> <li>1. All interactions with customers meet corporate quality standards and code of practice. All customers receive an appropriate welcome to the British Council that exceeds expectations for professionalism and friendliness</li> <li>2. Telephone calls are answered within 3 rings with an appropriate greeting</li> <li>3. No complaints on mishandled enquiries</li> <li>4. Complaints and suggestions are acted on according to policy</li> <li>5. Customer satisfaction survey results meet agreed target</li> </ol>

2.	<p><b>Child Protection Policy</b></p> <p><i>At the British Council, all children in Grade 1 and Primary classes are never permitted to leave the premises alone. They must be collected by the parent/guardian or by a person for whom the parent/guardian has provided authorisation. Authorisation, means Child Protection Pick-up cards, will be issued and then checked by British Council staff. As the Customer Services Helper, you will:</i></p> <ul style="list-style-type: none"> <li>• Assist to take photo of children by using British Council Card Printing System</li> <li>• Issue Child protection cards to parents, provide guidance and record to log file</li> <li>• Assist in randomly checking Child protection cards after Young Learner classes in the evenings and on Saturdays, following Child protection Team leader's arrangement. Report immediately if there are any difficult cases to Customer Services Advisor on duty.</li> </ul>
Standards	<ol style="list-style-type: none"> <li>1. Ensure all Grade 1 and Primary children have photos in British Council Card Printing System database.</li> <li>2. Ensure all parents are given 2 Child protection cards and guided how to use them properly.</li> </ol>
3.	<p><b>Duties during Registration Days</b></p> <ul style="list-style-type: none"> <li>• Work at Welcome desk</li> <li>• Collect Placement test fee at cash counter and post to cash desk system</li> <li>• Support customer in filling Registration form</li> <li>• Supervise Placement test process</li> <li>• Input customer data into SAP and Manual file</li> </ul>
Standards	<ol style="list-style-type: none"> <li>1. Customers are well-guided and find Placement test process convenient and time-saving</li> <li>2. Data are collected and imported correctly and timely.</li> </ol>
4.	<p><b>Customer Services Excellence</b></p> <ul style="list-style-type: none"> <li>• Ensure that the Front of House area is clean, tidy, welcoming and functional at all times</li> <li>• Ensure that the Study Area provision is attractively presented, and is used by increasing numbers of students</li> <li>• Actively participate in Customer Services Helper team meetings, trainings, contributing suggestions and comments aiming at improving services</li> <li>• Contribute to the Customer Services team's events and activities</li> </ul>
Standards	<ol style="list-style-type: none"> <li>1. Customer services desk is clean and tidy every day</li> <li>2. Brochures and leaflets are sufficiently available at the Front of House at all times</li> <li>3. Facilities in the study area always are tidy</li> </ol>
5.	<p><b>Internal support to the Teaching Centre</b></p> <ul style="list-style-type: none"> <li>• Work closely with the Teaching Centre Managers / Customer Services Advisors to update product knowledge, taking personal responsibility for understanding fully the benefits and details of all products and services</li> </ul>

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	<ul style="list-style-type: none"><li>• Support communication between teachers and students/parents as required</li></ul>
Standards	<ol style="list-style-type: none"><li>1. Teaching Centre Managers are satisfied with Customer Services quality</li><li>2. Teachers are satisfied with Customer Services support</li><li>3. Information flow is smooth and timely</li></ol>

**Key Relationships:**

**External customers:**

- Current students and prospective students of the Teaching Centre

**Internal customers:**

- Teaching Centre Managers and teachers
- Teaching Centre administration team

**Other important Features or requirements of the job:**

- Good level of English and Vietnamese (Intermediate and above)
  - Good communication and organization skills
  - Be flexible for at least 15 hours of work per week (including Saturday/Sunday and evenings)
  - High sense of responsibility, dynamism, attention to details and customer-oriented
  - Ability to work in a way that promotes the safety and well-being of children
  - Ability to demonstrate British Council' behaviours at Essential level: Working together, Making things happen and Being Accountable
  - Ability to work as part of a team
  - Ability to use MS Office applications (Word, Excel, PowerPoint, Outlook, Explorer)
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