

Job Description

Position: Service Desk Assistant

Reports to: Customer Service Manager

Purpose of the Role

The primary focus of this role is the operation of the Help Desk Service to provide assistance to all internal and external customers. The Service Desk provides one point of contact for clients, guests and internal staff to report faults throughout the Venue and ExCeL London campus. All reported faults are logged and followed up to ensure visitor expectations are met and exceeded. This is key to ensuring ExCeL London's service standards are at the forefront of the industry.

Responsibilities

1. Customer Service

This role plays a key part in the customer experience by acting as a point of contact for; fault reporting, upcoming event information, venue facilities and other general queries. The successful candidate must have excellent verbal communication skills both face to face and over the telephone. Proactively communicate any issues relating to events with relevant ExCeL London staff which may interfere with the overall guest experience.

2. Service Desk Responsibilities

Manages all incoming calls including EVS enquiries via the service desk professionally and efficiently. Provide a first point of contact for any queries /faults relating to the venue. Provide adequate desk cover at all times so that the service desk is able to understand and communicate specific event related information; provide extensive venue knowledge; travel/taxi; hotel and other general venue information.

3. Database Administration/Reporting

Act as a business expert for the EBMS Helpdesk. Capture all incoming data; update and manage the systems to log all incoming fault and issues and ensure these are assigned to the relevant departments. Ensure all issues are placed on the right priority to meet with the company's SLA's. Liaise with department managers in relation to jobs that fall under their remit. All external calls are managed through Cisco System Software.

4. Backup Support planning

Process event manifests when required including PA, lighting configuration for the halls and breakrooms, as well as general facilities maintenance etc. Liaise with internal and external contacts to ensure required activities occur at the right time/place to maintain safe working across the ExCeL site. Proactively identify future needs based on events schedules within a particular time frame.

5. General

Ensure the team have an accurate diary of events and provide ad hoc support across the Customer Services department as required.

Core Competencies

Communications Skills: Excellent verbal and written communication skills. Ensures clarity of understanding through active listening and seeks clarification where necessary. Expresses self clearly, concisely and professionally, presents ideas well and in a logical manner. Demonstrates an awareness of non-verbal communication. Able to confidently communicate with all ExCeL stakeholders with a warm, welcoming, professional & friendly visual presence.

Team Orientation/ Achieving with Others: A personable individual, able to confidently build positive, respectful relationships with team, company colleagues and customers. Positively and actively engages with and supports the activities of the team in the achievement of their objectives and freely shares knowledge and information, adapts a positive, proactive and flexible approach to duties and hours.

Interpersonal Skills: Demonstrates self-confidence, establishing good relationships and able to be assertive and supportive, empathetic, responsive and thoughtful of people's needs even in stressful situations.

Work Quality: The ability to deliver consistently high quality work under pressure and within deadlines, exceptional attention to detail.

Attitude: Self-motivated individual achieving deliverables, displaying a positive, helpful and approachable attitude towards colleagues and customers. Smart and presentable appearance.

Adaptability & Versatility: Flexible and dynamic attitude with strong customer awareness skills, able to adapt quickly when emergency situations arise. A flexible individual capable of evolving with the changing requirements of a developing role.

Dependability: A reliable, self-motivated individual who consistently achieves deliverables, timekeeping and attendance are impeccable.

Skills & Knowledge:

Confident/accurate user of databases – able to adapt to new systems quickly
 Able to demonstrate a warm, welcoming and friendly presence
 Empathetic, responsive and thoughtful of people's needs even in stressful situations
 Adopts a positive, proactive and flexible approach to duties and hours
 Patient and calm under pressure
 Demonstrated understanding of Health & Safety and First Aid
 Able to use Microsoft Office suite to an intermediate level.
 Ability to speak a foreign language is a benefit but not essential to this role

Experience:

Specific experience within a customer service or customer facing role is essential.
 Previous experience of working in an events environment would be beneficial.

In addition to the above you are required to undertake such duties as may reasonably be required of this role. ExCeL London may update this Job Description from time to time in order to reflect changes in business requirements. This procedure will be undertaken through discussions between the job holder and their manager.