



JOB DESCRIPTION

Help Desk Ambassador

As the UK's leading independent commercial property management specialist, Workman has an enviable position within the property industry. The company delivers its clients an unrivalled service dedicated solely to the fundamentals of property management and building consultancy. We pride ourselves on the calibre of our employees and their unique skill sets. We offer a nationwide service, utilising the local knowledge of more than 350 employee's working from a national office network with 8 principal offices in the UK and a growing presence in mainland Europe. Workman is currently undergoing a period of consistent and sustained growth.

Reports to: Deputy Centre Manager

Objective: To provide a pivotal link between the Mercury customers and retailers and to act as an ambassador and communicator for The Mercury. The Help desk assistant will deliver excellent standards of service to all customers and retailers, whilst contributing to the achievement of the Annual Business Plan.

Responsibilities:

Customer Liaison & Support:

- Deal professionally with all customer questions and enquiries, by phone and from the Helpdesk.
- Act on behalf of the Management team on safety, first aid and hygiene matters.
- Log customer comments and respond wherever possible, escalating when required.
- Provide leasing information on available RMU and promotional space, collect interested parties contact details and respond where instructed.
- Through a sound local knowledge, to be able to respond to customers regarding centre events, local transport queries and local/community events.
- Ensure lost property and lost children procedures are adhered to.

Tenant Liaison & Support:

- Coordinate the monthly Retail Index figures and comments
- Develop an excellent relationship with retailers and be able to report on trading issues.
- Collect and promote retailer, offer, events, promotions, and product.
- Update and promote the retailers and Centre via social media and web-based feeds including facebook, twitter, the Centre's website, Smart Rewards and Instagram
- Support retailer's recruitment through promoting vacant positions.
- Regularly update tenant information for record keeping

Events / Marketing / Community / Charity:

- Work alongside all Mercury personnel to promote the brand values
- Run regular craft / talks / community activities with the center's older peoples 'Breakfast Club' initiative

- Design basic, in-brand social media and advertising graphics and newsletters
- Update media on advertising screens
- Ensure all letters and updates to retailers are delivered
- Communicate with Town Centre partners for key updates on local events.
- To assist where required in the planning, promotion and deliverance of the center's marketing, PR and promotional activity.
- Support and enhance charity initiatives
- Promote, co-ordinate and follow up on, local and charity events and collections.
- Work with centre management team on creating and supporting centre events.
- Undertake any training necessary to support all customers
- Actively drive and build the loyalty app (smart rewards) and database
- Support the centre in widening its reach to local community

Other:

- Ensure all company policies are understood, communicated, and adhered to as appropriate. Including completion of accident & incident reports as necessary.
- Act as a fire warden during centre evacuations and drills (full training to be given)
- Give first aid to customers when necessary (full training to be given)
- Monitor, update and record statistics as directed inc. footfall, local info, redemptions, and participation numbers.

This job description does not form part of the Contract of Employment and may be Reasonably amended from time to time.

Person Specification

The ideal candidate will be creative and of a customer service background. They will have a natural outgoing character and will be able to deal with potentially difficult situations calmly. They will be energetic, self-motivated and are able to think on their feet to resolve problems. Well organised, they will have good time management skills and be responsible in their use of the day. They will have a desire to support customers, tenants, and their wider communities and generally enjoy being around people.

Essential requirements for the role

- Must be a confident and presentable individual
- Excellent communication skills, with a high standard of written and spoken English.
- Excellent computer skills, they must have good knowledge of social media management including twitter, facebook and Instagram as well as a good knowledge of Microsoft office programs (word / excel).
- Have a good understanding of the local area and it's community

Desirable for the role

- Be able to work with a budget if supporting an event.
- Know how to use google analytics and feel comfortable with learning new online databases and systems
- A good level of practical math
- A basic understanding of graphic design apps such as Canva
- Confident with photography for social media
- Be active in local community
- Understanding of retail environment

Role Logistics:**Working Hours:**

- 27 per week (average) on a rota basis, this will include one weekend day per week, weekday working and occasional bank holidays. (The rota is subject to changes)
- Overtime may be requested at busy times of the year for retail.
- 10am – 4pm

Working Location:

The Helpdesk - The Mercury shopping centre, Mercury Gardens, Romford, RM1 3EE

The desk is on the malls of the shopping centre and will be your main working location for optimal customer focused service.

Dress: Smart/Business Attire