

JOB DESCRIPTION

OPERATIONS AND CUSTOMER SERVICE ASSISTANT

First Intuition (FI) is a fast-growing premier provider of accountancy training and apprenticeships. FI's position in the business education market is where "The experience matters..." and this is equally important for both our students and our employers. We aim to provide a personal, proactive service in all of our dealings with students and employers, offering the right support at the right time.

About the Role

Members of our operations and customer service teams must be knowledgeable, trustworthy and responsive, anticipating and reacting to needs around service and support. Experience of professional education and apprenticeships is useful, but full training will be provided to the right individuals.

Duties and responsibilities include:

- Reception duties, including greeting clients and students upon arrival.
- Act as the first point of contact for enquiries coming into the centre, via phone and email.
- Processing course bookings and payments, or issuing invoices as appropriate.
- Administering and invigilating exam sessions and printing course material.
- Monitoring and analysing student feedback and recording attendance
- Setting up classrooms with course materials and supporting building management activities.