

JOB ROLES

Customer service roles can be diverse in nature, from those specifically dedicated to providing customer-facing service for organisations (such as working on a customer service desk), to those where customer service is an inherent aspect of the job role, such as a Dental Nurse or Postman.

The following list is designed to provide an example of the types of roles that necessitate good customer service skills. It is in no way intended to be an exhaustive list:

LEVEL 2

- Customer Service Agents
- Customer Service and Sales Representatives
- Reception Desk Administrators (Hotel, Leisure Centre, Solicitors etc)
- Customer Service and Sales Desk Assistants
- Call Centre Operators
- Shipping Clerks
- Helpdesk Assistants
- Customer Service Operatives
- Waiter/Bar Tender
- Sales Assistant/Personal Shopper
- Courier
- Hairdresser/Beautician
- Benefits Adviser
- Housing Warden
- Community Police Officer (patrol and front desk)
- Transport Worker (ticket office, travel adviser)
- Dental Nurse
- Bus Driver
- Postman
- Travel Agent.

LEVEL 3

- Sales Team Supervisor
- Customer Service Team Leader
- PR Assistant
- Marketing Executive
- Senior Sales Assistant
- Department Manager
- Buyer/Merchandiser
- Manager (restaurant, bar, retail, office, warehouse).

