



Job Title: LEO Customer Relations Assistant (CRA)
Location: Any LEO building as required
Contract: Permanent
Hours of Work: 37.5 hours per week
Department: Operations Department
Reporting to: General Manager

Company Core Values

Excellence

Service, presentation, environment, response, passion, professional

Integrity

Discretion, trust, care, transparency, commitment, consultative

Innovation

Technology, service, contemporary, awareness, responsive

Collaboration

Unity, openness, purpose, with colleagues, with customers

London Executive Offices Ltd.
Registered Office: 33 St. James's Square, London SW1Y 4JS.
Registered Number: 03584248

www.leo.co.uk



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The logo for LEO, consisting of the letters 'l', 'e', and 'o' in a stylized, lowercase, serif font. The 'l' is tall and thin, the 'e' is rounded and wide, and the 'o' is a simple circle. The letters are black and positioned vertically.

Job Description

Main Objective:

To be a brand ambassador for London Executive Offices. To actively demonstrate and uphold the core values of the LEO brand and attributes through every action undertaken. To view your job as high-value and a significant function of the business. To be empowered to take ownership and follow-through on all tasks to achieve excellence in customer delivery.

CRA Responsibilities:

General Duties & Responsibilities

- Demonstrate the LEO core values and attributes at every interaction with customers and internal customers and colleagues
- Represent yourself as per the Company Grooming Standards
- Know and understand the tools, systems and resources available to you and the customer
- Develop a confident understanding of the Centre Readiness Guide
- Develop a confident understanding the Training & Standards manual (TS)
- Ensure the Business Centre is tidy, organised and presented in keeping with the Centre Readiness Guide
- Provide full secretarial and administrative support to customers as required and ensure all chargeable work is correctly and accurately logged and billed via Centre Vision billing platform
- Assist and control the purchase of all supplies required by the centre or customers
- Attend regular training sessions as required and undertake any other relevant duties across any of the LEO buildings
- Ensure that good standards of hygiene are maintained in the kitchens and tea points

Receptionist Responsibilities

- Provide an impeccable Reception service to customers, guests and visitors alike at all times throughout the working day
- Stand-up to greet anyone approaching the Reception desk, welcome customers and visitors (greet them by name if you have established that relationship), and announce all visitors to the appropriate person in a timely manner
- Ensure comfort of visitors by offering refreshments and offer to take their coat, umbrella or bags where appropriate
- Strive to remember the names of our customers, their frequent visitors and guests
- Keep Reception area immaculately presented and organised as per the Centre Readiness Guide
- Ensure privacy and security is maintained by identifying all visitors to the building and updating relevant records
- Ensure Reception is always covered by a team member during office opening hours
- Coordinate post, courier and travel requirements for customers and the centre, maintaining relevant records and providing necessary updates where required
- Ensure all chargeable work is correctly and accurately logged and billed via Centre Vision billing platform
- Provide a professional telephone answering service to all customers by maintaining the switchboard directory and updating relevant records

Conferencing and Catering Responsibilities

- Professionally handle all bookings for meeting rooms, equipment and catering requirements for residential, virtual and external customers
- Ensure the meeting rooms are presented to a 5-star standard as per the Centre Readiness Guide
- Develop good working knowledge of the conference rooms, systems and any audio visual or video conferencing equipment
- Confidently assist with viewings of the meeting facilities and answer related questions
- Ensure that invoices are appropriately issued and the payment procedures followed correctly
- Liaise with other LEO centres regarding inter-centre bookings
- Liaise with the Central Conferencing department to maximise sales leads for cross-selling opportunities throughout the group

- Professionally handle all video conference bookings (where appropriate)
- Be confident and empowered to take ownership of any challenges, investigate and where possible provide a solution to resolve problems
- Ensure all meeting rooms and offices are cleared as soon as possible after completion of each meeting, and that the rooms are presentable for viewings or short notice bookings
- Monitor levels of catering supplies to replenish in a timely manner
- Provide waiter service within the Club Lounge (where appropriate)

IT and Telecoms Responsibilities

- Provide and maintain voice and data connections throughout the building
- Investigate voice and data issues in a timely manner, striving to find a resolution or escalating accordingly
- Maintain patching and general appearance within the communications room to the required standard
- Ensure security of communications room and equipment at all times
- Full working knowledge of Connect platform
- Liaise with IT Support team or IT Sales team regarding customer requests as applicable
- Liaise with JAM regarding telephone answering service for virtual customers
- Maintain appropriate stock levels of all IT related equipment

Facilities Responsibilities

Communicate and facilitate (where applicable) aspects relating to the following areas:

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| • Health & Safety | • Security |
| • Building Works | • Cleaning |
| • Mechanical & Electrical Maintenance | • Garden/plants |
- Liaise with the appropriate department to control repairs and maintenance of the building
 - Communicate with customers, suppliers and contractors if any work is going to disturb their meeting room, office space or general use of the building
 - Liaise with manager regarding all expenditure to manage budgets accordingly
 - Ensure all works are carried out as instructed and invoiced, recharging customers where appropriate

AML & KYC & CDD Responsibilities

(Anti Money Laundering, Know your Customers, Customer Due Diligence)

As per The Money Laundering Regulations 2007 (“MLR 2007”), all employees have a role to play in the ongoing monitoring of customer business relationships. This involves staying alert to suspicious circumstances which may suggest money laundering, terrorist financing, or the provision of false Customer Due Diligence material.

- For each customer, you will complete the new customer risk assessment checklist to determine the level of risk
- You will obtain various ID documents depending on the customer and work with Compliance on a risk based approach
- You will monitor clients and report any suspicious activity or cause for concern to Compliance

Competencies:

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| • Customer Focus | • Problem Solving/Creativity |
| • Effective Communication | • Team Leadership |
| • Taking Responsibility/Delivering Results | • Emotional Intelligence |

Essential Key Competencies

- Experience within in a similar business environment i.e. serviced offices (desirable)
- Experience in customer service from a 5-star hospitality environment (desirable)
- Ability to demonstrate passion for delivering a quality-orientated customer service
- Ability to demonstrate cooperation, collaboration and have a proactive team-work ethics
- Demonstrate the ability to anticipate the (unexpressed) needs of a customer

- Efficient administrator, organised, ability to prioritise workload, and multi-task
- Clear communicator, ability to constructively using positive language, empathic, discreet
- Lead by example
- Confidence and willingness to take full ownership of your job role
- Courage to communicate errors, provide feedback and speak-up
- Ability to react rationally and calmly under pressure
- Competent user of Microsoft Office