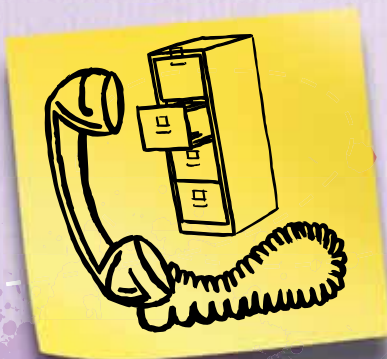


CUSTOMER SERVICE & ADMIN SECTOR

86%

Statistics show that 86% of customers stop using companies when they receive bad customer service. You could be vital to your company's success or failure.



97%

(number of businesses that say they rely on admin)

Many top executives were once administrators

£20,725
per year
(average full-time administrators wage in the UK)

Take a fantastic first step on the career ladder...

You could be the face of a major national company, like Orange or BT

140,000

(the number of admin job openings expected by 2017)



CUSTOMER SERVICE & ADMIN

Careers Insight

It's more than just one sector – customer service and administration help drive businesses forward in all industries. Learn these skills and you'll be very, very employable...

Customer service

You've probably heard the phrase 'the customer's always right'. Any business that wants to be successful has to keep its customers happy, and that's what customer service is all about. From helping a shopper find the right size at Topshop to answering customer queries at a BT call centre, customer service jobs come in all shapes and sizes.

Entry-level roles: Customer service representative, call centre operator, plus lots of other jobs (such as retail) involve customer service.

Earnings: Salaries start around £12,000 to £18,000 a year.

Administration

Businesses can't function without administrators – in fact, 97% of organisations say that administration is crucial to their success. Administrators are responsible for running the daily operations of the office. They answer the phone, input data, keep schedules, type up letters and anything else that needs to be done. They're an important part of business, which is why there are over 5 million of them in the UK.

Entry-level roles: Administrative assistant, office junior, personal assistant, office secretary

Earnings: Salaries start around £15,000 to £20,000 a year.

Get a Job

There are many admin and customer service roles that don't require previous experience or qualifications. If you're interested in admin, then look for office junior, receptionist and administrative assistant vacancies. If you're interested in customer service, working in any high street shop or a call centre will give you real experience.

GET QUALIFIED

There are plenty of vocational courses for this sector...

Apprenticeships

There are several Apprenticeships in this sector; all of these are NVQ level 2:

- Business and Administration
- Contact Centres
- Customer Service
- Sales & Telesales

Advanced Apprenticeships

You can also do an advanced Apprenticeship; all of these frameworks are NVQ level 3:

- Business and Administration
- Contact Centres
- Customer Service
- Sales & Telesales

You can also do a Higher Apprenticeship, NVQ level 4 in:

- Contact Centres

A Levels

Here are some A Levels that can be useful for roles in this sector:

- Business Studies
- English
- ICT

Foundation Degrees

A Foundation Degree is a university-level qualification that is equivalent to the first two years of an Honours Degree. They are different from Honours Degrees as they involve learning in the workplace as well as at university or college.

College Courses

A college course can also be a great route into this sector. To see which colleges have relevant courses in your region check out www.opendoorsmedia.co.uk.

USEFUL LINKS

- www.opendoorsmedia.co.uk - The best careers site on the web.
- www.instituteofcustomerservice.com - The Institute of Customer Service.
- www.cfa.uk.com - The Council for Administration.
- www.careersbox.co.uk - Home to a fantastic library of free careers videos.