

## **CAREER OF THE WEEK: Customer Service Assistant**

### **What does a customer service assistant do?**

Customer service assistants are the friendly faces and helpful voices who make sure customers have a positive experience. They work in a variety of settings, from shops and supermarkets to call centres, banks, and online support teams. Their role includes answering questions, helping customers find products or services, dealing with complaints, processing payments or orders, and keeping records of interactions. In some roles, you might also be responsible for stocking shelves, handling returns or updating customer accounts.



The job is all about communication, patience, and problem-solving. You'll need to stay calm under pressure, especially when dealing with unhappy customers, and be able to adapt to different situations quickly. A professional and approachable manner is essential, whether you're helping someone face to face, over the phone, or online.

### **What can I expect to earn as a customer service assistant?**

Starting salaries for customer service assistants are usually around £18,000 to £21,000 a year. With experience, this can rise to between £22,000 and £27,000, especially if you take on supervisory responsibilities. Some companies offer bonuses or commission for meeting targets, as well as staff discounts and other benefits. Part-time and temporary roles are also common, with pay often calculated on an hourly basis, typically between £9 and £12 per hour.

### **What subjects should I study to become a customer service assistant?**

There are no strict subject requirements but studying areas that build communication and organisational skills will help. Subjects such as English, Business Studies, ICT, and Maths are useful, as they can help you develop skills in writing clearly, handling data, and understanding customer needs. If your role is in a specialist industry, such as travel or finance, it may help to study related subjects like Geography or Economics.

### **How can I start my career as a customer service assistant?**

Many employers value a positive attitude and willingness to learn over formal qualifications. You can start by gaining experience in part-time or temporary customer-facing roles, such as retail, hospitality, or volunteering. This helps you develop transferable skills like communication, teamwork, and problem-solving.

Some employers may offer apprenticeships in customer service, which combine work with training towards a recognised qualification, such as an NVQ or a Level 2 or 3 Diploma in Customer Service. You can find these opportunities through the government's Find an Apprenticeship service or by applying directly to companies.

Once in the role, there are clear progression routes. You could move into senior customer service positions, team leadership, or even management. Alternatively, you could specialise in areas such as sales, account management, or training new staff. With the right skills and experience, a customer service role can open doors to a wide range of careers in many industries.

To research local education and training opportunities that could lead to a career as a customer service assistant, visit our partner website [www.logonmoveon.co.uk](http://www.logonmoveon.co.uk)

### **Other useful websites to find out more about a career as a customer service assistant:**

National Careers Service Customer Service Assistant <https://nationalcareers.service.gov.uk/job-profiles/customer-service-assistant>

Prospects, Customer Service Manager <https://www.prospects.ac.uk/job-profiles/customer-service-manager>

The Institute of Customer Service <https://www.instituteofcustomerservice.com/>

