

Task List - Parkmore Customer Service Centre

Duties	Task	Frequency
P1	Lights on if first in	Daily
	Previous day banking to be ready for courier - (checked and bank sheet completed as far as possible)	Daily
	Front door opened at 9am	Daily
	Forward 'scanned' documents to Records at end of day in internal envelope	Daily
	Scan Incoming Items sheet to CS Support, then file in daily cut off envelope	Daily
	Lights off when leaving - with P3	Daily
	Check all monies locked in safe	Daily
	Front door shut at 5pm (delegate if needed)	Daily
	Delegate any duties as required.	
P2	Lights on if first in	Daily
	Count float and log onto phones as soon as possible	Daily
	If using spare headset - log to be completed and headset returned to box at end of day	Daily
P3	Write up daily cut off envelope	Daily
	Count float and log on to phones as soon as possible	Daily
	Attach bank butts to relevant balance sheets	Daily
	File daily cut off envelope in archive box	Daily
	If using spare headset - log to be completed and headset returned to box at end of day	Daily
	Turn off heaters/fans and security monitor	Daily
	Lights off and lock up with P1	Daily
All	Take breaks as close as possible to allocated times whilst using discretion re adequate coverage	Daily
	Clean/tidy desk and turn computer off before leaving	Daily
	Be supportive and mindful of helping each other where appropriate at relevant centre	Daily
	Clean, wash and put away dishes and make sure lunch area is clean.	Daily
	Turn off heaters and fans.	Daily

Co-ordinator	Spare headset availability to be checked daily and followed up with relevant team member and/or Supervisor	Weekly
	Forward monthly archive box to Call Centre as soon as complete at the end of month	Monthly
	Monthly stationery order 1st week of roster or as soon as possible	Monthly
	Test alarms each roster	Monthly
	Ensure centre is clean/tidy and ready for next Co-ordinator at end of each roster	Monthly
	Ensure all brochures are up to date and order as required	Daily
	Overall responsibility for smooth running of centre as per Role Statement	Daily
	Delegation of above duties and any other duties as required	Daily