



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: Customer Service Advisor

Band: 3

Reports to: Customer Services Team Leader

Responsible for: N/A

Directorate and Service area: Customer and Governance, Customer Services

Purpose of the job

To provide an excellent, efficient, high-quality front-line service to the council's customers' and residents' and resolve enquiries at the first point of contact.

Principal responsibilities

1. To promote, facilitate and assist in the development and implementation of a customer focused environment and an outward approach to service delivery.
2. To effectively listen and question, to accurately establish customer needs and then offer the appropriate information, guidance or service and where possible, this should be based around completing the enquiry at first point of contact.
3. To provide excellent customer service via a wide range of customer contact channels.
4. Record service and information requests in a CRM or other appropriate system.
5. To monitor and update outstanding enquiries as appropriate, across the full range of services provided by Customer Services.
6. Provide a wide range of quality information via different communications channels including telephone, face to face, online, and provide advice to our customers, residents, councillors and external organisations.
7. To develop and maintain in-depth knowledge of our services, service providers and partners.
8. To be proficient in the use of technology deployed in the Customer Service Centre to help facilitate an excellent Customer experience and journey.
9. Accurately collect and receipt payments from our customers and residents to process according to service area requirements.

10. Flexibility to cover all roles and offices, to ensure continued cover during periods of holidays, sickness, etc.
11. Be aware of the requirements of the Data Protection Act, GDPR and the Freedom of Information Act.
12. To monitor and assess personal performance against targets, seeking support as necessary to deliver Customer Service SLAs and KPIs
13. Complete any necessary training as required or appropriate

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



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Person Specification

| Attributes | Essential criteria | Desirable criteria |
|--|---|--|
| Education, Qualifications and Training | Evidence of achievement in relevant formal education. GCSE/O level passes (or equivalent) in English and Maths | Achieved or working towards a recognised professional Customer Service qualification. |
| Experience and Knowledge | Experience and understanding of a Customer Service environment Knowledge of North Northants Council services. | Experience of handling visitors who may require additional support. Local government experience. Knowledge of contact centre systems and procedures. |
| Ability and Skills | Experience of dealing with Customer interactions in a variety of communication channels, including face to face. Experience of providing information and advice to the public, councillors and other organisations and within an environment governed statutory requirements and/ or legislation. Excellent computer skills and knowledge of associated systems i.e. CRMs, MS Office Experience and ability to work as part of a team. | Creative approach to problem solving. |

| Attributes | Essential criteria | Desirable criteria |
|---------------------|--|--------------------|
| | <p>Keeping all colleagues informed of service updates, issues and concerns and escalating where necessary.</p> <p>Flexibility in completing duties to reflect operational requirements and the ability to manage a variety of tasks in a fast-paced environment.</p> <p>Excellent Customer service and communication skills</p> | |
| Equal Opportunities | <p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p> | |
| Additional Factors | <p>Ability and desire to provide excellent Customer service and committed to continuous improvement.</p> <p>Customer focused.</p> <p>Ability to maintain professional outlook even when dealing with stressful or difficult situations.</p> <p>Enthusiastic and self-motivated with a willingness to enhance the service provision.</p> <p>Flexible approach to working times to reflect customer needs.</p> | |