
JOB DESCRIPTION

Job title:	Customer Service Advisor
Location:	One Stop Shop and Contact Centre
Grade:	4
Salary:	24,345 - £25,938
Directorate:	Customers Services & Complaints
Division:	Customer and Culture
Section:	Customer Services
Team:	Customer Service
Responsible to:	Relevant Team Leader

JOB PURPOSE

1. Provide first class customer-orientated advice and information services to the customers and visitors to West Northamptonshire Council, at the Councils One Stop Shop and Contact Centre.
2. To be an advocate for the delivery of service excellence across all council services, and all our other public sector partners.

KEY RESULT AREAS

1. To support the implementation of the Council's Customer Service Excellence Strategy through the development of a fully integrated and multi-skilled One Stop Shop and Contact Centre teams.
2. Provide a comprehensive advice and information service to a wide range of people in the community. Using appropriate online information applications and other data systems.

3. Using knowledge and initiative, to deliver the most appropriate and accurate advice and guidance to customers in the most suitable way, individually tailored to meet their specific needs.
4. To comply with and actively support the Council's Equality and Diversity Agenda.
5. To undertake any other duties commensurate with the level of expectation of the post.
6. To support and promote Channel shift increasing online transaction enabling us to support our vulnerable customers.

PEOPLE AND RESOURCES

The jobholder is responsible for the following people and resources:

- Provide peer support and assist in the initial coaching of new team members through an approachable and flexible approach to work and Customer Services.
- Assist and educate customers in the use of the councils, and the council's partners' web sites through our various 'self-serve' facilities.
- To deal with distressed and or vulnerable customers in a supportive and professional manner

Job-holder's position in relation to their manager, peers and direct reports:

- Responsible to relevant Team Leader, and part of an overall team of circa 90+strong team across the Customer Services.

JOB DEMANDS

This job entails the following demands:

1. To meet, maintain and exceed own performance under the Division's Performance standards.
2. Supporting a "customer first" culture within the Customer Service division.
3. To take ownership of each transaction within own scope and level of knowledge, keeping escalations to Mentors/Team Leaders to a minimum.

4. To take card payments, and to assist customers to be able to make credit/debit payments via the Council's on-line payment channel.
5. To support and promote Channel shift increasing online transaction enabling us to support our vulnerable customers.

PERSON SPECIFICATION

	Essential/ Desirable		Methods of Assessment			
	E	D	Application Form	References	Interview	Other
KNOWLEDGE						
Relevant NVQ qualification (or able to demonstrate equivalent standard)		D	✓			✓
Experience of working with the public face-to-face and/or on the telephone within a diverse customer focused organisation.	E		✓		✓	
Needs to be computer literate and have an understanding of how a Customer Record Management systems works	E		✓		✓	
An understanding of what role a local authority has within the community			✓			
Experience of undergoing and supporting organisational change.	E		✓		✓	
SKILLS						
Excellent verbal communication skills to enable the effective and accurate delivery of advice and guidance (internal and external)	E		✓		✓	✓
Excellent written communication skills in order to accurately update systems to record customer transactions/requirements and emails	E		✓			✓

Able to deal with conflict effectively balancing customer's needs with business processes	E		✓		✓	✓
Ability to identify areas for improvement		D	✓		✓	✓
Able to work well in a target driven environment	E		✓		✓	✓
Ability to focus on a task and pay attention to detail	E		✓		✓	✓
Ability to take ownership of a situation	E		✓		✓	✓
			✓		✓	✓

ATTRIBUTES	E	D	Application Form	References	Interview	Other
Reliable team worker adopting a flexible and supportive approach in the workplace.	E		✓		✓	
Strong customer focus.	E		✓		✓	✓
Ability to work corporately within the Council, actively supporting organisational objectives rather than sectional or individual interests	E		✓		✓	
Ability to work flexibly and change according to business priorities	E		✓		✓	
Strong team-spirit work ethic	E		✓		✓	✓
A commitment to and ability to adapt services to the diverse needs of the community	E		✓		✓	