

## **Job Description and Person Specification**

### **Job details**

Job title: Customer Service Advisor

Grade: CSC SCP07-SCP11

Reports to: Customer Service Team Leader

Responsible for:

Directorate and Service area:

### **Purpose of the job**

**Insert a paragraph explaining why the job exists.**

**To provide a high-level customer orientated advice and information service to visitors, telephone callers and on-line customers of the Council to ensure customer access to Council and partner services.**

### **Principal responsibilities**

**(Please make these concise and ideally no more than 8)**

1. To resolve customer telephone and face to face enquiries relating to the full range of Council and partner services in a courteous and efficient manner in line with the Councils Customer Services Processes.
2. To facilitate customer access to Council and partner services.
3. To operate technology and equipment necessary efficiently and effectively to the position.
4. To competently operate several office IT systems including e-mail, Word, Excel, the Customer Relationship Management system, and back-office systems.
5. To accurately and efficiently complete administrative tasks relating to Council and partner services.
6. To always undertake the role for the benefit of the customer, regularly contributing ideas, suggestions, and feedback to Team Leaders to contribute to the effectiveness and improvement of the service.
7. To comply with and promote the Councils policies on equality of opportunity.
8. To Undertake such other duties that are consistent with the job purpose and grade of post.

### **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. Understand the councils commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. 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.

## **Special features of the post**

**If this post is Politically Restricted include the following clause (Delete if not required).**

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

**If this role requires the postholder to be fully vaccinated against Covid-19, include the following clause (Delete if not required).**

This post requires satisfactory evidence of being fully vaccinated against Covid-19 in line with government guidance.

**If there are any other special features of the job that need to be in the job description, please indicate them here.**

## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	GCSE's at grade C or above in Maths and English (or equivalent )	NVQ3 Customer Care / Formal Customer Care training / qualification.
Experience and Knowledge	Demonstrate direct experience in providing in-depth advice to the public, either face to face or by telephone, in a multi agency setting.	Recent experience in Local Government
Ability and Skills	<p>Clear verbal and telephone communication skills.</p> <p>Listening skills.</p> <p>Ability to demonstrate numerical skills sufficient to interpret and analyse statistical information from customer accounts, bill payment queries or statistical data in a work environment.</p> <p>Ability to take initiative to resolve problems.</p> <p>Organisational skills with a systematic and methodical approach to work.</p>	CLAIT / ECDL / IT qualification

Attributes	Essential criteria	Desirable criteria
	<p>Ability to remain calm under pressure and deal sympathetically with distressed, agitated, or irate customers.</p> <p>Ability to operate IT systems including Microsoft packages and Internet</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>Co-operative team worker adopting a flexible and supportive approach in the workplace.</p> <p>Ability to contribute ideas, suggestion's and feedback to improve the service.</p> <p>Reliable in relation to attendance and meeting agreed commitments.</p> <p>Ability to work flexible hours.</p> <p>Ability to work and travel between working sites.</p> <p>Full driving licence/Use of Car for work.</p>	