

JOB DESCRIPTION

Job Title:	Customer Service Advisor		
Service:	Customer Services	Directorate:	Customer and Corporate Services
Post No:	334015603	Grade:	D
Responsible to:	Customer Service Officer	Responsible for:	N/A

Key Objectives:	
1	Contribute to the provision of a confident and effective customer service function, providing the first point of contact for all customer enquiries across all sites and mediums (telephone, face to face, written etc).
2	Deliver high quality, effective and efficient customer service to all customers
3	Deliver resolution and response in a timely and accurate manner.
Principal Duties and Responsibilities:	
1	Provide the first point of customer contact for all customer enquiries and through all mediums (telephone, face to face, written etc).
2	To deal with enquiries related to services delivered by the business, seeking information and providing advice where necessary.
3	Understanding the relevant legislation, procedures and computer systems surrounding the functions of each service represented.
4	Liaise with officers within the team in order to seek solutions to more complex issues and deliver resolutions to customer enquiries.
5	Carry out general clerical duties (photocopying, scanning, filing, document indexing). Record and collate information as required for reporting purposes. Management of email inboxes, responding to customers and facilitating requests in a timely manner in line with key performance indicators.
6	To work according to the staff rota and contributing to a safe working environment
7	To take an active part in service development both as an individual and at team meetings and at 121 meetings.
8	Using the procedures and systems in the department, provide accurate information on services to ensure consistency across the organisation and provide a reliable and trustworthy service.
9	Operate and maintain customer related information systems to the required standards to process work, maintain accurate records and access information.
10	To undertake the Customer Service Advisor training programme, with refresher training where necessary.
11	Liaise with Team Leader and Customer Service Officers to support the identification of training needs for Customer Service Advisors. Provide support and assistance to new, temporary staff, work experience or any other placements.
12	Suggest improvements to the service and participate in development groups and activities as appropriate.
13	To undertake any other duties that can reasonably be expected of the role and the level of responsibility.

PERSON SPECIFICATION

	Essential		Desirable	
Qualifications	1	GCSE grades A - C or equivalent experience in a contact centre.	1	Use of CRM system Working in a contact centre environment
	2	Excellent Numeracy and Literacy skills to work with and interpret complex procedures	2.	
Experience	3	Dealing with customers over the telephone and face to face in a pressurised environment	3	Scanning and indexing documents
	4	Ability to multitask within procedural guidelines and deadlines, without supervision, in an environment that is subject to constant change.	4	Debt collection.
	5	Problem solving – seeking solutions from a variety of sources to resolve complex problems	5	
	6	Working with PC systems and good keyboard skills.		
Knowledge	7	Ability to learn new duties and IT skills	6	Council services
			7	Personal health and safety
			8	Council tax, business rates and housing benefit legislation
Skills	8	Excellent customer care skills Tactful, polite and patient Verbal, written and negotiating skills.		
	9	Clean and current driving licence.		
Other requirements	10	Flexible and able to work at any site across the district		
	11	Fully understands their role in the context of safeguarding children, young people and vulnerable adults		
Essential Competences				
1	Communicates clearly and openly with others in order to inform, instruct, persuade and encourage feedback			
2	Demonstrates a “can do” attitude and focuses energy and commitment on achieving results that are critical to own and organizational success			
3	Understands the role of the organization, its communities and the needs and expectations of internal and external customers. Works professionally and innovatively to meet or exceed these needs and expectations			

4	Demonstrates an open mind to challenge traditional approaches in a positive way, develops innovative ideas, solves problems and continually improves performance
5	Collaborates and consults with others effectively, in joint pursuit of team and organisational goals
6	Understands the environment in which the organization operates and considers the financial and wider commercial implications of their decisions and actions
7	Demonstrates the appropriate level of specialist knowledge and expertise required to effectively fulfil the role and ensure continuous self/professional development (CPD)
Job Description and Person Spec created/updated by:	
Simon Mills	<div>On:</div> <div>August 2022</div>