

JOB DESCRIPTION

POST: CUSTOMER SERVICE ADVISER	POST No: RC157
DIVISION: DIGITAL & TRANSFORMATION	
SCALE: SCALE C - F	
ANY SPECIAL CONDITIONS: <u>Career Grade</u> Scale C - Competent in handling enquiries for 1-2 service areas and switchboard. Requires training, experience and/or supervision. Scale D - Competent in handling enquiries for 3 service areas and switchboard, together with contact channels/environments. Requires additional training, experience and/or supervision. Scale E - Competent in handling enquiries for switchboard and 6 out of 8 key service areas, or has a basic knowledge of 6 service areas and a specialist knowledge of a particular service area or customer service environment. Carries out all duties across contact channels and environments with minimal supervision. Scale F - Meets the criteria for Scale E, plus is fully competent in key service areas, contact channels and working environments or working at specialist Adviser level. Supports management activities and participates in coaching and the delivery of training to colleagues. Progression from one scale to another is at the discretion of the Head of Service having regard to the competence of the postholder and the availability of work at the appropriate level. The postholder will be required to undertake a baseline personnel security standard (BPSS) check in order to carry out any duties on the Department of Works & Pensions (DWP) website. The postholder will not be eligible for the flexible working hours scheme and will be ready to work in accordance with their working pattern between the service opening hours. TOIL can be accrued with agreement from a Manager. The postholder will be required to attend up to four evening meetings/Saturday workshops a year. The postholder will be required to adhere to the Contact Centre dress code.	
RESPONSIBLE TO: CUSTOMER SERVICE TEAM MANAGERS (TBC)	
MAIN PURPOSE OF SERVICE: To resolve Customer enquiries quickly and efficiently with a view to the Customer not having to contact us again regarding the same issue.	
MAIN PURPOSE OF POST: To act as an initial point of contact for customers, face-to-face on the telephone and e-mail. To fulfil requests, respond to enquiries and perform transactions through extensive use of technology with a view to resolving the query at the initial point of contact.	
SPECIFIC DUTIES OF NEW ENTRANT CUSTOMER SERVICES ADVISER: (a) To identify and respond to routine customer requests, both face to face and on the telephone using the appropriate skills and knowledge.	

SPECIFIC DUTIES OF NEW ENTRANT CUSTOMER SERVICES ADVISER (Continued):

- (c) To deal with correspondence and email enquiries in a clear and concise manner .
- (d) To record and monitor customer information accurately.
- (e) To provide routine service information and provide customers with direct contact numbers and methods for future use.

SPECIFIC DUTIES OF CUSTOMER SERVICES ADVISER:

- (a) To act as the initial point of contact for enquiries covering a full range of front line services, through all contact channels on a rota basis (telephone, face to face, email, and correspondence), using appropriate computerised and manual systems as required.
- (b) To identify, respond to and complete, as far as is possible, customer requests both face to face and on the telephone or by e-mail.
- (c) To carry out various reception duties and signpost customers to the appropriate area and/or resolve any immediate customer queries that may arise.
- (d) To ensure each customer has a contact name and information relating to any further action associated with an enquiry.
- (e) To contact customers on a variety of matters as directed, including the return of calls and customer feedback of various types.
- (f) To complete transactions within service requirements, as far as is possible accurately and efficiently.
- (g) To escalate the enquiry when appropriate and refer to the back office, in line with agreed processes.
- (h) To use comprehensive Information Technology systems to manage enquiries, provide information and access administrative systems for other services.
- (i) To undertake any follow-up administrative work or system input tasks arising from individual case-load.
- (j) To be aware of other services which may be associated with the enquiry subject and offer additional information or services as relevant.
- (k) To maintain and keep up to date comprehensive knowledge of all Council front line services and associated IT systems.
- (l) To undertake regular training to expand and update own knowledge of the Council's operations.

ADDITIONAL DUTIES FOR F Grade:

- (a) To carry out floor walking duties, signpost customers to appropriate areas and highlight any resource issues to the Duty Manager.
- (b) To assume a 'buddying' role for new starters - allowing new starters to 'shadow' them as they perform (role model) day to day activities.

SPECIFIC DUTIES FOR (Continued):

- (c) To assist colleagues as the need arises (staff within the Contact Centre and other service areas)
- (d) To demonstrate positive approach and behaviours to working with management and colleagues.
- (e) To contribute to continuous improvement initiatives and identify changes to benefit the customer experience.
- (f) To support management activities such as wall boarding duties.

GENERIC DUTIES (APPLICABLE TO ALL CSA POSTS):

- (a) To ensure that all duties are carried out in compliance with statutory provisions and with the Council's policy for Health and Safety.
- (b) To ensure that all duties are carried out in compliance with the Council's Corporate Equalities Statement.
- (c) To ensure that all duties are carried out in compliance with both environmental legislation and the Council's Environmental Policy and commitment to EMAS (Eco Management & Audit Scheme).
- (d) To carry out such other duties as the Contact Centre and Service Manager may from time to time reasonably require.

NOTE: The duties listed are in general terms only and detailed variation in job content may be expected to occur.

AMENDMENT DATE:

POSTHOLDER'S NAME:

POSTHOLDER'S SIGNATURE:

CANDIDATE SPECIFICATION

(This is for information only and should be retained by the applicant)

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CHARACTERISTIC	SPECIFICATION	
	ESSENTIAL	DESIRABLE
SKILLS/ABILITIES	<p>NEW ENTRANT/CSA:</p> <ul style="list-style-type: none"> • Use of own initiative • Organisational skills • Oral, Listening and Written Communication skills • Skills of tact and diplomacy • Problem solving skills • Assessment and interpretation skills with a keen eye for detail • Ability to prioritise and deliver an appropriate service • Good interpersonal skills <p>F GRADE CSA:</p> <ul style="list-style-type: none"> • Decision making skills • Proven analytical skills 	
KNOWLEDGE	<ul style="list-style-type: none"> • Multi customer service environment • Specialist knowledge in complex service area • Good knowledge of Council services including Council Tax, Housing Benefits or Housing Needs/Options 	<ul style="list-style-type: none"> • Multi customer service environment in Local Government Proven analytical • Oral/Written European language and/ or Community language skills such as Urdu, Hindi or Gujarathi in a customer related environment • Braille and/or British Sign Language
QUALIFICATION AND TRAINING VERIFICATION WILL BE REQUIRED	<ul style="list-style-type: none"> • Good general level of education including Maths and English 	<ul style="list-style-type: none"> • NVQ Level 2 Customer Services or equivalent
EXPERIENCE	<p>NEW ENTRANT/CSA:</p> <ul style="list-style-type: none"> • Experience of dealing with customers both on the telephone and face to face • Awareness of modern ICT systems in a working environment <p>F GRADE CSA</p> <ul style="list-style-type: none"> • Operating modern ICT systems to record, monitor and extract customer service information • Extensive experience of dealing with customers both on the telephone and face to face 	<ul style="list-style-type: none"> • Working in a customer service or Contact Centre environment

Continued overleaf...

QUALITIES	<ul style="list-style-type: none">• Confident personality• A positive and calm approach under pressure• A methodical approach to work• Flexible attitude and manner• Commitment to customer service• Team player committed to contributing to the success of the Team	
SPECIAL CONDITIONS	<ul style="list-style-type: none">• The postholder will not be eligible for the flexible working hours scheme• The postholder will be required to attend up to 4 evening meetings/Saturday workshops a year• BPSS check in order to carry out any duties on the DWP website.	