

Job Description

Post title	Corporate Customer Services Officer	Grade	C
Department	Transformation – Customer Experience	Post ref	ARC5174

Overall job purpose

Member of the team responsible for the efficient and effective customer orientated advice and information service to visitors, telephone callers and on-line customers of the Council to ensure consistent and convenient customer access to Council services.

Reporting relationships

Reports to: Customer Services Team Leader

Responsible for: Not applicable

Key tasks and responsibilities – post specific

To work as part of a team as the first point of contact for customers accessing Council services in person, over the telephone or digitally, providing a customer focused service using initiative and problem solving skills. Taking responsibility for resolving queries or taking appropriate action such as relevant signposting, including referral to service areas and external partners.

To maintain an effective service, understanding and competently using the digital systems employed within the Council, including assisting customers in the use of such systems.

To display high standards of customer care at all times.

Operate as required and as directed on/at either; face to face contact/reception points, telephony contact or digital contact as required within Customer Services.

Be aware of any additional services which may be associated with the enquiry subject and offer additional contact information for services as relevant, including promoting the Council's trading services. Undertake any follow-up administrative work or system input tasks arising from individual workload.

Handling of payments made for Council Services.

To attend and contribute to regular team meeting and one to ones with management and raise any issues as required.

Maintaining a high level of confidentiality, adhering at all times to the requirements of legislation and Council policies and procedures.

To undertake administrative duties relating to incoming/outgoing mail and retained typist services.

To carry out any other duties commensurate with the grade that may be required from time to time by the Customer Services Management Team.

Having a commitment to, and responsibility for, own personal development and attend such courses, seminars, conferences and other forms of training as may be required to assist the post holder carry out his/her duties.

Key tasks and responsibilities – corporate

Operate according to the Council's corporate values and codes of behaviour.

Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.

Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.

Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:

Date: