

Job Profile

Customer Services Officer

Overview

Post No.	
Grade	2
Directorate	Digital and People
Service Area	Customer Services
Team	Customer Services Team
Reporting to	Customer Services Manager

The Job

To work as a member of the Customer Services Team, undertaking training and duties as required to provide excellent customer service both in the Customer Service Centre (CSC) and Reception.

Assist with coaching and mentoring of new members of the team and colleagues from other teams, as required.

To undertake such duties as may be reasonably requested from time to time by the Customer Services Manager, or her Deputy to ensure the effective running of the Customer Services Team.

Key Relationships

Internal Relationships	External Relationships
Teams across the Council	Residents of Mid Sussex District Council
	Councillors
	Visitors to the Council Offices
	Council contractors

Standard Accountability Statements

Health & Safety and Risk:

You will ensure that you know and advocate the Council's Health and Safety Policy and take such steps as are reasonably practicable for personal and collective health and safety for the services under your control.

Equality & Diversity:

You will have a responsibility under the Public Sector Equality Duty for managing diversity and inclusion initiatives within the scope of your management responsibilities. This includes the promotion of the Council policies and procedures relating to equality and diversity in the workplace, provision of services and resolving any equality grievances that are raised.

Learning & Development:

Through effective management, you will drive and promote a culture of ongoing learning and development. In addition to managing learning and development, you will be responsible for overseeing the completion of your team's development planning. For the purposes of ongoing development, there is an individual responsibility to continue your own learning and development and to maintain up-to-date records of achievement and attendance as required.

Competencies

Communication: The ability to demonstrate excellent verbal and written communication skills and to tailor their approach to engage with a diverse range of customers. You will need to actively listen, convey information clearly and professionally and resolve inquiries or concerns with empathy and tact.

Problem Solving: The ability to assess situations, identify key issues and develop customer focussed solutions. Use all available resources to resolve queries and issues effectively while adhering to Council policies and procedures.

Adaptability: The ability to demonstrate flexibility in managing a variety of tasks, whether handling face to face, telephone or digital interactions.

Team Player: This role requires collaboration with colleagues across departments and the public to deliver seamless and efficient services. You will have a cooperative and supportive attitude.

Main Duties & Responsibilities

As a member of the Customer Services Team, you will be the first person and often last, that residents make contact with, either by phone, email or in person at our reception. We aim to try and resolve as many queries as we can at first contact or assist in signposting to the people they need to speak to, and we are proud of our excellent reputation.

As part of the Customer Services Team, you will undertake initial and refresher training on services as they become part of the core operation offered by the Customer Services Centre via various systems that we use, including a Customer Relationship Management (CRM) system.

To support moving the customer journey through Customer Services to a more automated and digital method and developing close working relationships with all teams that we interact with.

Professional and Personal Attributes		
	Essential	Desireable
Qualifications Educational and Professional	<ul style="list-style-type: none"> GCSEs or equivalent, including Maths and English Microsoft word and excel to an intermediate standard 	<ul style="list-style-type: none"> NVQ in Customer Service Microsoft Word and Excel to an advanced standard
Knowledge	<ul style="list-style-type: none"> Willing to learn about MSDC services and other public services/agencies operating in the MSDC area 	<ul style="list-style-type: none"> Experience of working in a Local Government environment or similar role MSDC services

Business Skills	<ul style="list-style-type: none"> • Experience in a Customer Service environment 	<ul style="list-style-type: none"> • Willing to learn new software systems Customer Relationship Management (CRM) experience
Political Skills	<ul style="list-style-type: none"> • Aware of the UK political system and that Mid Sussex District Council is an integral part of this at a local and district level. 	
Leadership Skills	<ul style="list-style-type: none"> • Outstanding customer service skills • Excellent communication skills • Ability to work on own initiative and as part of a team 	<ul style="list-style-type: none"> • Experience of digital channel shift for customer journeys. • Customer Relationship Management (CRM) experience • Willingness to increase knowledge and adapt to new systems and services
Personal Attributes	<ul style="list-style-type: none"> • Courteous, approachable, diplomatic, helpful • High level of personal integrity • Able to work under pressure • Clear oral communication • Good listener. 	
Other	<ul style="list-style-type: none"> • Good team player but with initiative. 	

Please note the grade for this post is determined by Job Evaluation.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not meant to be a detailed list of all duties and responsibilities which may be required. It will be supplemented and further defined by objectives set at appropriate times, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed