



Job description			
Job title	Customer Service Assistant		
Grade	D		
Directorate	Resources		
Service/team	Customer Services		
Accountable to	Customer Services Team Leader		
Responsible for	N/A		
JE Reference		Date Reviewed	March 2024

### Purpose of the Job

To provide first point of customer contact resolutions for a diverse range of services.

To achieve the team and individual service targets through both inbound and outbound activity to customers. Ensure quality, service targets and standards are met.

### Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

To provide first point of contact reception point for all customers and visitors

To process blue badge applications

To be able to handle customer contact via the telephone for the following services:

- General Enquiries
- Neighbourhood services
- Highways
- Licensing
- Registrars
- Elections
- Housing solutions
- Property Pool Plus
- Children Social Care general enquiries



In addition to the above, any further services brought into Customer Services that are commensurate with the grade.

To ensure that:

- A customer care ethos is demonstrated;
- All appropriate methods are used to obtain a speedy resolution to queries and enquiries;
- Agreed working practices and processes are adhered to;
- Legislative and statutory requirements are complied with;
- Procedure notes, manuals and documents are adhered to;
- Assistance to the team leader in management checks and quality checks in accordance with the verification requirements and council procedures.

### Knowsley Better Together – Staff Qualities



### Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

### Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.