



ROLE PROFILE FOR CUSTOMER SERVICE ADVISOR

Role Title: Customer Service Advisor

Service: Contact Centre

Location: Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD

Reporting To: Customer Service Team Leader

Role Purpose

To provide an excellent customer service delivering solutions and support to all customers on behalf of the Council services, in particular: Planning and Development, Housing, Environmental Services, Parking, Licensing and other areas. To ensure all enquiries are resolved at the first point of contact through a variety of channels in accordance with the required standards of performance.

Main Duties and Accountabilities

Knowledge and Expertise

- To be fully knowledgeable with regard to government legislation relating to all services handled.
- Recognise and prevent fraud when accepting or processing customer payments
- Provide a professional customer transaction resolution service to all Council



- Customers in a timely and courteous way. Staff should take responsibility for obtaining all information necessary to process or resolve a query, only escalating it to others where this is appropriate.
- Record and maintain all initial customer contacts on the CRM application and other Council databases, ensuring that all appropriate information is included and updated in an accurate manner
- Maintain accurate computerised data records and administration in respect of customer contacts.
- Actively maintain and develop a thorough and up to date working knowledge of Council services and the procedures, guidance and legislation that affect their work
- Log all calls/cases in a timely manner being aware of calls queuing.
- Maintain a thorough knowledge of the processes and systems used across all Council services represented within the contact Centre.

Creativity and Innovation

- Deliver an excellent quality Customer enquiry handling and resolution service to all Customers contacting the Council by email, telephone, in writing, face to face, social media or any other mode of contact, proactively responding to and resolving a wide range of queries at first point of contact
- Ensure the Contact Centre Team achieve the Council's Customer service standards, using the agreed salutation and ensuring that all interactions are positive and professional
- Responsibility for the Council's main reception area directing all customers to the relevant Customer Service Advisor or Service Officer who can assist them with their requests.
- The booking in of all visitors to the Council ensuring that the service areas are aware of their arrival.



- Process Customer requests to pay for Council services, processing credit/debit card payments.
- Arrange for Customers to receive general information leaflets/packs, application forms and other general documents as required

Financial Accountability

- To continually look for efficiency savings, wherever possible.

Impact upon the Organisation & the Community Communication

- To promote team working in all areas
- To promote a culture within the Service which is supportive of the Council's purpose, aims and values and to take all reasonable steps to maintain good employee relations
- Participate in Council projects as and when necessary, e.g. involvement in service improvement or undertaking Customer satisfaction surveys and performance monitoring processes
- Proactively update Customers on the progress of their enquiries or service requests
- Attend and participate in departmental meetings as required, supporting colleagues and sharing information appropriately

Management & Supervisory Responsibilities

- To have an empowered positive approach providing an excellent service, as Customer Service Professionals.
- To assist the Customer Relations Manager in achieving all targets and performance indicators



Initiative & Independent Action

- Resolve complaints including recording them on the CRM database and advising customers of the Complaints Procedure.
- Resolve Pitch Booking enquiries, recording both on the CRM database and spreadsheet, liaising with Leisure Services and keeping Glendale up to date with bookings.
- Liaise with other Council departments to assist in the resolution of complaints
- Ensure all Customers are passed to the relevant officer within the Council, if any enquiry cannot be fully resolved
- Ensure all Customers are referred to the correct partner agency if their enquiry is not a Council matter

General

- Be willing to learn new systems and services as they are introduced into the Contact Centre on an on-going basis
- Flexibility of working hours to meet the needs of the Customers within the Contact Centre as the service evolves further
- To undertake other roles, responsibilities and duties commensurate with the level and expectations of this post which may be required from time to time

Continuous Professional Development

- Keep up to date with mandatory courses e.g. data protection, safeguarding
- Willingness to undertake appropriate training/professional development as required.



Customers and Contacts

Important Internal Relationships

- Head of Transformation
- Customer Relations Manager
- Customer Service Team Leader
- All Customer Relations staff
- Other staff throughout the Authority

Important External Relationships

- All customers contacting Surrey Heath Borough Council either as residents, businesses or visitors contacting us by any channel i.e. telephone, face to face, email, social media, web or letter.

Health & Safety

- To follow emergency evacuation directives
- To ensure that all Customer Service Advisors comply with the health and safety recommendations for the use of Display Screen Equipment (DSE) in a Contact Centre environment.

Additional Requirements

- To continuously suggest/improve and/or update processes and procedures by digitalisation and streamlining with a view to maximising effectiveness, efficiency and to enable data sharing.
- To work collaboratively with colleagues in accordance with our corporate values and policies to achieve the Council aims and objectives.



- **Ability to work from home if required, with access to reliable fast broadband connectivity.**
- **No contra-indications in personal background or criminal record indicating unsuitability in this role.**
- **Legally entitled to work in the UK.**
- **Ability to participate in the Council's out of hours Civil Emergency arrangements.**
- **Carries out any other duties commensurate with the grade of this post as is required of the Council.**



Customer Service Advisor - Person Specification

Qualifications and Training

Criteria (including qualifications/education, training, experience)	Essential or Desirable	Application, Interview or Assessment
Educated to GCSE Standard with passes in English and Mathematics	Essential	A
NVQ Customer Services Level 2 or 3 or Institute of Customer Services	Desirable	A

Knowledge and Experience

Criteria (including qualifications/education, training, experience, skills, ability and knowledge)	Essential or Desirable	Application, Interview or Assessment
Knowledge of general or complex Customer service issues and how to resolve complaints at first point of call	Essential	A/I
Knowledge / experience of the Councils legislation and services offered	Essential	A/I
IT literate with excellent keyboard skills, with ability to use various software packages including Word and Excel.	Essential	A/I
Excellent written and oral communication skills	Essential	A/I/E
Experience of working in a pressurised, Customer focused environment for a minimum of 12 months	Essential	A/I
Can demonstrate flexibility	Essential	A/I
Enthusiastic team player	Essential	A/I
Experience of working in within a Local Authority Customer Contact Centre or similar	Desirable	A/I



Skills and Relations with People

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to develop working relationships with all Teams in the organisation and related agencies	Essential	A/I
Ability to handle irate or distressed customers in a professional and sympathetic manner	Essential	A/I
Skilful communicator, giving Customers advice clearly and concisely	Essential	A/I
Positively contribute to achieving the Council's Customer service standards, using the agreed salutation and ensuring that all interactions are positive and professional	Essential	A/I
Experience of handling Customer transactions on all channels e.g. telephone, face to face, meet and greet, email and web.	Essential	A/I/E

Creativity and Innovation

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to make unprompted extra effort with Customers	Essential	A/I
Enthusiasm for continuous learning and development	Essential	A/I
Taking ownership of Customer's problems in an empowered way	Essential	A/I
Proactively taking responsibility for the quality of service delivery for all internal and external Customers	Essential	A/I



Financial Accountability

Criteria	Essential or Desirable	Application, Interview or Assessment
None		

Impact upon the Organisation and the Community

Criteria	Essential or Desirable	Application, Interview or Assessment
Participate in Council projects as and when necessary, e.g. involvement in service improvement or undertaking Customer satisfaction surveys, exercises and performance monitoring processes	Essential	A/I
To take responsibility for the quality of service and to contribute to the teams objectives	Essential	A/I
Maintain and continually strive to deliver excellent Customer service skills	Essential	A/I
Be responsive to the values of equality and diversity policies	Essential	A/I

Management and Supervisory Responsibilities

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to work as part of a Team with minimum supervision	Essential	A/I
To remain calm and logical at all times	Essential	I



Initiative and Independent Action

Criteria	Essential or Desirable	Application, Interview or Assessment
Able to commit to on-going personal and professional development	Essential	A/I
Effective and confident communicator	Essential	I

Additional Requirements

Criteria Planning, Organisation & Prioritising	Essential or Desirable	Application, Interview or Assessment
Ability to prioritise own work, meet tight deadlines and demonstrate flexibility under pressure	Essential	A/I
Ability to deal with high volumes of calls whilst still delivering excellent customer service.	Essential	A/I
Take ownership of Customer enquiries and provide feedback	Essential	A/I
Time management skills	Desirable	A/I
Health & Safety		
To be aware and carry out all relevant Health and Safety legislation and practises within a local authority	Essential	A/I
Understanding of the need to comply with Health & Safety recommendations for the use of display screen equipment (DSE) in a Contact Centre environment	Essential	A
PERSONAL ATTRIBUTES:		
Polite, patient and understanding communicator	Essential	I
A flexible “Team Player”, professional and enthusiastic	Essential	A/I



Adapt behaviour to each Customer, and deal with all Customers as you would wish to be treated yourself	Essential	A/I
Flexibility in working hours to support customer and team needs.	Essential	A/I

Safer Recruitment & DBS Requirements

- Our organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff to share this commitment.
- No Check Required

