



## Customer Support Advisor

**LEVEL:** Level 8

**ACCOUNTABLE TO:** Head of Customer Improvement

**SALARY:** £27,274 to £29,071 per annum (pro rata for part time hours)

**LOCATION:** Totnes/Tavistock/Agile

**CONTRACT:** 12 month Fixed Term

### Job Purpose

To administer and deliver a range of significant council processes efficiently and effectively, providing a fast, high quality and continuously improving service for customers. The post holder should have a good, but developing knowledge of council wide services, adherence to readily understood rules and procedures.

### Role Profile

- Work as part of a multi-skilled customer service team to attain the highest possible standards of customer care.
- Proactively manage and resolve a wide range of customer issues through multiple channels e.g., face-to-face, telephone, letter, email, social media, the Customer Portal - referring to other teams within agreed protocols.
- Carry out a range of other related duties e.g., making service bookings, taking and processing payments.
- Work collaboratively with colleagues to improve customer service e.g., undertake customer surveys, highlight opportunities for empowering customers further, participate in multi departmental project teams.
- Proactively market the benefits of digital and self-service channels to all customers and demonstrate and coach them in their use and assist with customer self-serve.
- Work with other team members to organise and manage workloads effectively, ensuring that all customer and performance standards and targets are achieved.
- Access and accurately update all relevant information systems, both customer facing and back office.



- Actively develop and maintain an extensive working knowledge of Council services and procedures.
- To undertake any other duties as may be reasonably required.
- Promote equality of opportunity in service delivery in all aspects of the role in line with corporate policies, training and procedures.
- Promote a culture that is supportive of the Councils' purpose, aims and values and take all reasonable steps to maintain good employee relations.
- Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Councils' activities.

## Person Specification

### Qualifications

| Essential                                                                                                   | Desirable                                                           |
|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| Good standard of general education including GCSE at grade 4/C or above or equivalent in English and Maths. | Customer service qualification or qualified by relevant experience. |

### Knowledge / Experience

| Essential                                                                                        | Desirable                                                         |
|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| Principals of good customer service.                                                             | Broad and detailed knowledge of Council services and procedures.  |
| Good understanding of Council services.                                                          | Good knowledge of terminology and acronyms used by service areas. |
| Working knowledge of word processing, spreadsheets, database software packages and the Internet. | Experience with Customer Relationship Management (CRM) system.    |



## Skills / Abilities

| Essential                                                                     | Desirable                                                      |
|-------------------------------------------------------------------------------|----------------------------------------------------------------|
| Proactive with commitment to provision of excellent customer service.         | Able to review processes and recommend better ways of working. |
| Good oral and written communication skills.                                   |                                                                |
| Good interpersonal skills and ability to be persuasive.                       |                                                                |
| Ability to quickly assess customers' needs and provide appropriate solutions. |                                                                |
| Ability to handle complaints and difficult situations.                        |                                                                |
| Self-motivated and confident working under own initiative.                    |                                                                |
| Problem solving and decision making.                                          |                                                                |
| Ability to work as part of a team.                                            |                                                                |
| Flexible, responsive, and adaptable in approach.                              |                                                                |
| Ability to perform efficiently and effectively under pressure.                |                                                                |
| Accuracy and attention to detail.                                             |                                                                |



|                                        |  |
|----------------------------------------|--|
| Numerate.                              |  |
| IT Literate with good keyboard skills. |  |

## **General / Other**

| Essential                                                                                                                   | Desirable |
|-----------------------------------------------------------------------------------------------------------------------------|-----------|
| Agile working available but must be able to work from one of the offices for some or all of the week (Totnes or Tavistock). |           |
| Flexible to undertake out of hours work as required.                                                                        |           |
| Smart appearance and professional manner.                                                                                   |           |
| A genuine interest in working with and helping the general public.                                                          |           |
| An engaging, enthusiastic, and positive manner with a strong “can do” approach.                                             |           |

## **General**

The list above is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

## **Safeguarding Children & Adults at Risk**

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.



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## **Equality, Diversity & Inclusion**

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

## **Staff Code of Conduct**

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

## **Climate Change**

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.