JOB DESCRIPTION

JOB TITLE: Customer Service Advisor

DEPARTMENT: Customer Service Centre

GRADE: 3

ACCOUNTABLE TO: Customer Service Manager

LOCATION: City Offices or any other location of the City Council

POST OBJECTIVE

To be one of a number of Customer Service Advisors within the Winchester City Council Customer Service Centre responding to customers through a variety of channels including telephone (both inbound and outbound), internet, personal visits to the council offices and written correspondence as appropriate.

SPECIFIC TASKS:

1. Responsible for processing and resolving customer enquiries covering a range of services, identifying and understanding customer needs.

2. To provide the first point of customer contact, answering customer enquiries through a range of contact channels including telephone, e-mail, web and face to face in our reception.

3. Carry out general administrative duties daily ensuring that the Council is represented in a professional and polite manner throughout.

4. Carry out reception cover duties as and when required by the Manager (at least twice a week).

5. Provide accurate information on services to ensure consistency across the organisation and provide a reliable and trustworthy customer service.

6. Operate and maintain customer related information systems to the required standards to process work, maintain accurate records and access information.

7. Work as part of the Customer Service Centre team and with colleagues in associated departments to deliver solutions to customer enquiries.

8. Take part in team briefings, training and on-going coaching sessions.

9. Liaise with the Team Manager to support the identification of training needs for Customer Service Advisors

10. Provide support and assistance to new or temporary staff and work experience placements.

11. Actively promote products and services offered by Winchester City Council including any new initiatives.

12. To undertake such other duties as determined by the Customer Service Centre Manager commensurate with the grade of the post, the abilities of the post-holder and the general post objective.

PERSON SPECIFICATION

JOB TITLE **Customer Service Advisor** **POST NUMBER:**

DEPARTMENT: **Customer Service Centre** **DATE:** **January 2026**

Requirements		Weight-ing	Assessment Method
Skills	IT skills (knowledge electronic office systems)	3	A&I
	CRM and contact centre telephony systems experience	2	A&I
	Able to record and update data on systems	3	A&I
	Able to use tact and diplomacy when dealing with customers through any contact channel	3	I
	Able to elicit information from customers to ensure enquiries are dealt with appropriately and to provide clear, confident explanations to customers and colleagues	3	I
	Literacy and numeric skills	3	A
	Able to take and process payments	3	A
Experience	Experience of working in a busy customer facing environment	2	A&I
	Delivering excellent customer service through a variety of contact channels	2	A&I
Personal Qualities	A good team player, able to impact positively a team environment	3	A&I
	Able to solve problems and clearly and concisely share and exchange information	3	A&I
	Self- motivated and flexible in approach	3	A&I
	Able to work on own initiative	3	A&I
	Demonstrates a calm manner and an ability to handle difficult situations		A&I
	Able to demonstrate a positive attitude and able to work in a change environment.	3	A
Qualifications	4 GCSEs (inc English & Maths at grade c or above) or equivalent experience	3	A

Weighting	*3 – Essential for the successful performance of the job* *2 – Desirable but can be achieved through on the job training or experience* *1 – Useful but not essential for successful performance of the job*

Assessment

Application Form	*A*	*Interview*	*I*	*Tests*	*T*
References	*R*	*Presentation*	*P*	*Evidence of Qualifications*	*Q*