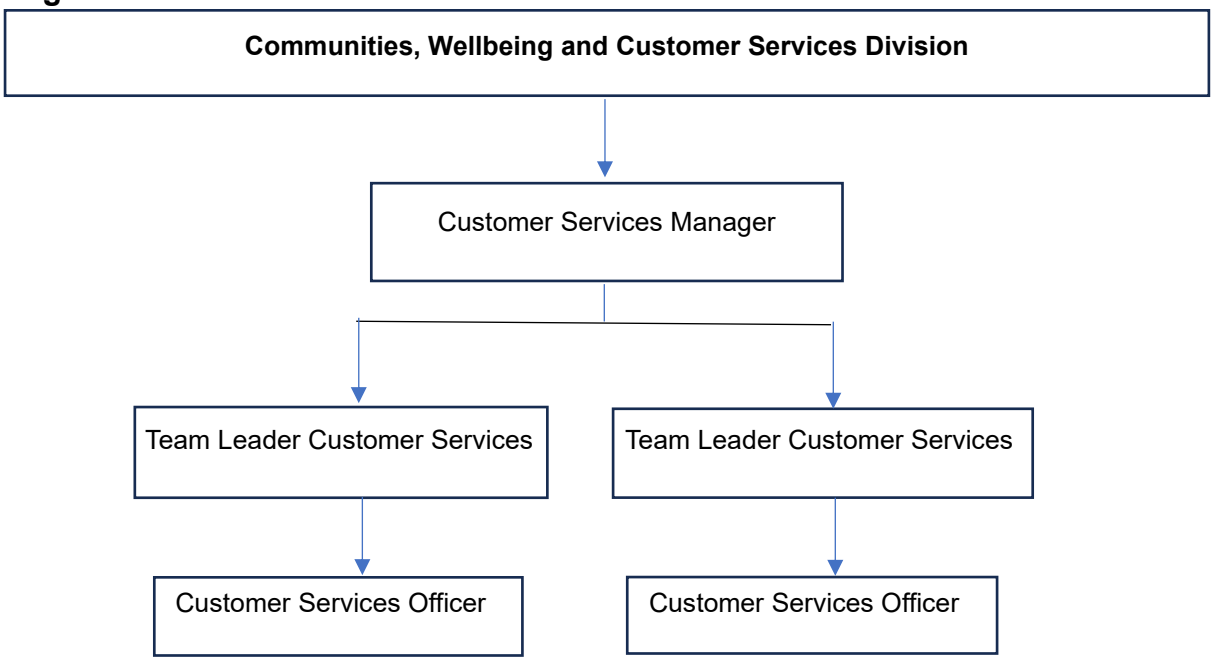
JOB PROFILE

JOB PROFILE SUMMARY

Job Title	**Customer Services Officer Grade B**
Reports to	Team Leader Customer Services/Communities and Wellbeing and Customer Services Division
Date	08 November 2024

Organisational Chart



MAIN PURPOSE OF JOB

***Why** the job exists:*

- To resolve customer queries at the first point of contact and to provide accurate advice and information to customers, staff and external organisations on a wide range of Council services.
- To champion customer enquiries, ensuring an efficient, effective and friendly service for all queries received via email and phone, in line with corporate targets, best practice and the Customer Charter.
- To be the first point of contact for all visitors to the Council offices.

***What** it has to achieve:*

- An efficient and effective service with knowledge of the service team processes that are integrated into Customer Services.
- A seamless response to customer needs with the aim of resolving customer enquiries at first point of contact.

- The provision of clear information for the service team in relation to more complex queries relating to that service
- The promotion and encouragement of the use of the Council website and online services.
- Assistance in the use of online services, when customers utilise the self-serve terminals in the reception area
- Interrogation of, and update to various Council IT systems, as required

KEY DUTIES/ACCOUNTABILITIES

1. Maintain excellent customer relationships when managing customer interactions, by swiftly evaluating the nature of the customer enquiry, providing accurate information and advice, and determining the appropriate action to be taken.
2. Ability to problem solve, generating solutions and handling difficult and sensitive situations appropriately across various Council services.
3. Responsible for the accurate creation and maintenance of customer records on the customer relationship management (CRM) system and the amendment of these records, as necessary.
4. Drive channel shift by promoting and encouraging the use of digital communication and the Council's online services, including assisting customers to self-serve using the publicly available PCs in the reception area.
5. Technical knowledge in the use of systems utilised by various Council services, to facilitate case retrieval, accurate interpretation of information and creation and amendment of customer records, as appropriate.
6. A sound knowledge of the processes and procedures in place across the Council services integrated into the Contact Centre, ensuring adherence to policies and processes, as appropriate
7. The administration of freedom of information and environmental information requests corporately, including the creation of these records on the CRM system and ensuring delivery to the correct personnel within each Council service area
8. Actively contribute to improve processes and services to customers and service teams.
9. Participate in regular job training across Council services as required, to extend and update breadth of knowledge and skillset, ensuring a positive customer experience and the resolution of queries at first point of contact whenever feasible.
10. To be vigilant in recognising customer vulnerability and signpost to additional services as necessary.

ADDITIONAL DUTIES AND ACCOUNTABILITIES

1. Provide your name as a point of contact.
2. Pass any complaints to your manager to try and resolve or to forward to the appropriate service team.
3. To be compliant with data protection, PSN, PCI, DWP and HMRC MOU standards and corporate IT security policies, fully understanding the need for absolute customer confidentiality
4. To fully understand and be compliant with the corporate safeguarding policy in order to identify and report any issues in accordance with procedures.
5. To actively contribute to meeting and maintaining service performance standards, targets, initiatives and efficiency improvements.
6. Any other duties commensurate with the grade in order to help service delivery.

KNOWLEDGE, SKILLS & EXPERIENCE

Business Knowledge

Essential

1. Experience of working within a busy customer focused face to face or telephone environment.
2. An understanding of the Councils' role within the community.

Desirable

1. Experience of working in a multi-service environment.
2. An appreciation of the impact the roles have on the wider Council objectives
3. A working knowledge of using customer relationship management (CRM) software and Microsoft teams
4. Experience of safeguarding policies and procedures

Functional / Technical Skills

Essential

1. Ability to influence customer behaviour to encourage use of online services
2. Competent in the use of Microsoft Office Outlook and Word
3. Ability to converse easily and provide advice in accurate spoken English
4. Ability to work under pressure with the aptitude to learn and apply legislation, regulations, policies and procedures
5. An understanding of individual responsibility in compliance with GDPR and the need for absolute customer confidentiality
6. Sound literacy and numeracy skills with a keen attention to detail
7. Delivery of high-quality customer service
8. Communicate effectively within and across various service teams to deliver operational targets
9. The ability to effectively liaise and negotiate with customers in a professional manner, during sometimes challenging, sensitive or contentious situations

Qualifications

Essential

3 GCSEs or equivalent, grade 4 or above, including English and Maths.

Desirable

Customer service qualification

Personal Attributes / Competencies

Essential

1. Ability to adapt to various Council systems
2. Adaptable to change with a can-do attitude
3. Motivated to achieve individual and team performance targets.
4. A sensitive and empathetic attitude when handling customers of a vulnerable nature.