JOB DESCRIPTION	
Job Title	Customer Service Assistant
Portfolio	Governance
Reports to	Customer Service & Communications Manager
Location	Ty Dewi Sant, Ewloe and County Offices, Flint
Job Reference/ID Number	

Job Purpose

The post holder is responsible for processing customer enquiries and complaints from different access channels including in person at Reception, in writing, electronic and by telephone. The post holder must be an experienced and passionate customer service representative, committed to providing an excellent service, adhering to performance standards to achieve timely responses to customer enquiries and complaints.

Principal Accountabilities

1. Ensure customer enquiries are answered with the aim of a first time resolution. This means taking decisions within established procedures, providing instant responses or recording enquiries on the Customer Relationship Management System and allocating to Council services.

2. Record and allocate formal complaints against Council services in accordance with the complaints policy, advising complainants on the Council's service standards relating to the management of complaints.

3. Monitor customer enquiries and complaints, including requests from Members of Parliament and Members of the Senedd, on the Customer Relationship Management System to ensure performance targets are met.

4. Liaise with officers from across the Council to ensure that customers, Members of Parliament, Members of the Senedd and complainants receive timely responses and updates to their enquiries. Keep customers informed of progress to avoid unnecessary escalation of issues.

5. Provide a comprehensive information service to customers of the Council, including Reception, advising on services available and the policies and procedures of the Council which will resolve or inform the needs of the customer.

6. Make outbound calls to promote Council services and complete transactions e.g. follow up customer enquiries.

7. Actively promote Council services that may be relevant or of interest to the customer e.g. promoting access to online services and My Account, influencing customer behaviour to achieve corporate objectives.

8. Contribute to the maintenance of communications on the intranet and internet sites ensuring the information is accurate and up-to-date and identify opportunities for improved electronic access to services such as web e-forms.

9. Undertake duties commensurate with the post as required by the Customer Contact Service Manager.

Supervision/Management of People

No

Employment Checks/Specific Requirement i.e. DBS

No

Special Working Conditions

The postholder is required to work at Reception in Ty Dewi Sant, Ewloe and County Offices, Flint.

Person Specification

The person specification sets out the skill, knowledge and experience that are considered to be necessary to perform the role and will be used in short-listing both at application and interview stage. It is therefore important that you demonstrate on your application how you meet all of the essential requirements.

Academic/ Professional Qualification	**Essential / Desirable**	**How this will be assessed?**
Education - educated to GCSE level including a pass in English or Welsh and Maths; or equivalent relevant experience in a Customer Service role.	Essential	Application Form
Knowledge and Experience		
Customer Service - excellent customer service skills and a high degree of customer focus to ensure enquiries are answered with the aim of a first time resolution.	Essential	Application Form/Application
Complaints handling – experience of dealing with irate customers and recording complaints in accordance with relevant policy.	Essential	Application Form/Application
Data Protection - confident, trustworthy and respect confidentiality.	Essential	Application Form/Application
Previous local government experience.	Desirable	Application Form/Application
Skills		

Communication skills - excellent verbal and written communication skills to be able to transition seamlessly between communication channels and the ability to maintain effective working relationships with team members and colleagues across the organisation.	Essential	Application Form/Interview
IT skills - confident using Microsoft packages and bespoke IT systems.	Essential	Application Form/Interview
Organisational skills - the ability to multi-task and adapt quickly to changing priorities.	Essential	Application Form/Interview
Personal development – committed to personal development and individual knowledge and skills enhancement to build resilience within the team.	Essential	Application Form/Interview
Welsh Language	Desirable	Application Form/Interview
Flintshire County Council Core Behavioral Competencies	**Essential**	**How this will be assessed?**
Customer First: Understand our customers (internal and external) and deliver high quality services to meet and exceed their expectation.	Essential	Application/Interview
Working Smarter: Being clear about what you are expected to deliver in your job and have the skills, motivation, enthusiasm and commitment to work effectively.	Essential	Application/Interview
Working Together/Partnership: Building and maintaining positive relationships in order to deliver better services for our customers and employees.	Essential	Application/Interview
Communication: Ensuring we understand each other, respect each other express and share ideas and information clearly.	Essential	Application/Interview
Change: Adapting to change and introducing better ways of doing things, through generating ideas and seeking out the best way to deliver our service.	Essential	Application/Interview
Leading and Managing: Leads and motivates self and others to continually improve performance.	Essential	Application/Interview