

## **Job Description**

# **Customer Service Advisor (Tier 1)**

*Final*

*Date: October 2017*

**POST:** Customer Service Advisor (Tier 1)  
**SERVICE:** Customer Services  
**SECTION:** Customer Service Centre  
**BAND:** 3  
**REPORTS TO:** Team Manager  
**RESPONSIBLE FOR:** N/A  
**TYPE:** Hot desking in Basildon Centre

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

Please note that this post is subject to Department of Works and Pensions (DWP), Protection of National Infrastructure conditions, which means that the post holder will be required to undergo further vetting processes to ensure compliance.

Please note that this post will require a standard Disclosure and Barring Certificate

### **MAIN PURPOSE**

To work as part of a multi-functional team, receiving enquiries by correspondence, face to face and telephone to the Council's Customer Service Centre, taking appropriate action to provide an efficient and effective service for the customer seeking to maximum resolution of enquiries at first point of contact.

### **GENERAL INFORMATION**

Customer service experience and to be able to work under pressure is highly desirable.

### **DUTIES**

1. To be the first point of contact for all customers to the Council across correspondence, face to face, telephone and e-contact channels
2. To provide information, take payments, book appointments and record requests for service across a range of functional areas across the Council

3. To efficiently and effectively use Customer Service Centre technologies such as Customer Relationship Management (CRM) systems to record and maintain an electronic record of customer details, requests for service and appropriate actions taken.
4. To support customers in the resolution of interactions either directly or through assisted self-serve.
5. To ensure customers are regularly updated on the progress of their enquiry or service request as agreed at point of contact.
6. To provide an effective floor walking capability proactively identifying customers requiring support and ensuring an appropriate resolution to their interaction.
7. To proactively nudge customers to the most appropriate channel to meet their needs providing assisted / mediated self-serve access either by phone or face to face
8. To maintain general service knowledge ensuring that information provided to customers is accurate, up to date and delivered in a consistent format.
9. To engage in service improvement initiatives, actively seeking to reduce avoidable customer contact through the identification of service issues and appropriate solutions.
10. Proactively develop and maintain relationships with service specialists to ensure that the service delivered to customers is seamless across Council functions and departments.
11. To monitor and assess personal performance against targets, seeking support as necessary in order to deliver Customer Service Centre key performance indicators (KPIs).
12. To demonstrate awareness and understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
13. Potential cover of cashiering duties as and when required
14. To provide general administration tasks and Post Room duties.
15. To undertake other relevant activities as directed by the Customer Services Team Manager, subject to the needs of the service

16. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a “protected characteristic”.
17. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management
18. Undertake all the duties within the Framework of Equal Opportunities
19. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder

## PERSON SPECIFICATION

<b>Position Title:</b>	Customer Service Advisor (Tier 1)	<b>Date Prepared:</b>	Oct 2017
<b>Department:</b>	Customer Services	<b>Band:</b>	3

<b>AF= Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
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	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	A customer service background with proven experience of interacting with customers face to face, over the telephone and in writing.	✓		AF/I/T
1.2	Experience of working within a multi-skilled, multi-functional environment	✓		AF/I/T
1.3	Experience of interacting with a diverse range of customers with often complex or multi-faceted needs and / or requirements	✓		AF/I/T
1.4	A working knowledge of the services provided by the Council.		✓	AF/I/T
1.5	Experience of working as an effective team member to meet Service Level Agreements (SLA's) and Key Performance Indicators (KPI's).		✓	AF/I/T
<b>2.</b>	<b>COMPETENCIES</b>			
	<b>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS</b>			
2.1	<ul style="list-style-type: none"> <li>a) Focuses on customer needs and satisfaction</li> <li>b) Sets high standards for quality and quantity</li> <li>c) Monitors and maintains quality and productivity</li> <li>d) Works in a systematic, methodical and orderly way</li> <li>e) Consistently achieves project goals</li> </ul>	✓		AF/I/T
	<b>FOLLOWING INSTRUCTIONS AND PROCEDURES</b>			
2.2	<ul style="list-style-type: none"> <li>a) Appropriately follows instructions from others without unnecessarily challenging authority</li> <li>b) Follows procedures and policies</li> <li>c) Keeps to schedules</li> <li>d) Arrives punctually for work and meetings</li> <li>e) Demonstrates commitment to the organisation</li> <li>f) Complies with legal obligations and safety requirement of the role</li> </ul>	✓		AF/I/T
	<b>ADAPTING AND RESPONDING TO CHANGE</b>			
2.3	<ul style="list-style-type: none"> <li>a) Adapts to changing circumstances</li> <li>b) Accepts new ideas and change initiatives</li> <li>c) Adapts interpersonal style to suit different people or situations</li> </ul>	✓		AF/I/T

	REQUIREMENTS	Essential	Desirable	Assessed
	<ul style="list-style-type: none"> <li>d) Shows respect and sensitivity towards cultural and religious differences</li> <li>e) Deals with ambiguity, making positive use of the opportunities it presents</li> </ul>			
	<b>COPING WITH PRESSURES AND SETBACKS</b>			
2.4	<ul style="list-style-type: none"> <li>a) Works productively in a high pressure environment</li> <li>b) Keeps emotions under control during difficult situations</li> <li>c) Balances the demands of work life and personal life</li> <li>d) Maintains a positive outlook at work</li> <li>e) Handles criticism well and learns from it</li> </ul>	✓		AF/I/T
	<b>ACHIEVING PERSONAL WORK GOALS AND OBJECTIVES</b>			
2.5	<ul style="list-style-type: none"> <li>a) Accepts and tackles demanding goals with enthusiasm</li> <li>b) Works hard and puts in longer hours when it is necessary</li> <li>c) Identifies development strategies needed to achieve career goals and makes use of developmental or training opportunities</li> <li>d) Seeks progression to roles of increased responsibility and influence</li> </ul>	✓		AF/I/T
<b>3.</b>	<b>EDUCATION AND TRAINING</b>			
3.1	Educated to GCSE level (or equivalent)	✓		AF/I/T
3.2	Achieved or working towards a NVQ2 in Customer Service or equivalent.		✓	AF/I/T