

Job Description

Customer Service Advisor (Tier 2)

Final

Date: October 2017

POST: Customer Service Advisor (Tier 2)
SERVICE: Customer Services
SECTION: Customer Service Centre
BAND: 4
REPORTS TO: Team Manager
RESPONSIBLE FOR: N/A
TYPE: Hot-desking

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

In the role you will be expected to manage customer transactions in a vibrant and bustling customer telephony environment each and every working day, at times dealing with more complex cases and supporting your work colleagues with escalation as necessary.

GENERAL INFORMATION

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

DUTIES

1. To resolve customer interactions by correspondence, face to face, telephone and e-contact within specified timescales and in line with service standards.
2. To act as the first point of contact for specialist service requests providing advice and guidance to customers to ensure a timely resolution to their interaction. Specialism's may include but not be limited to Housing, Revenues, Benefits and Planning.

3. To be one point of escalation for interactions not resolvable within tier one multi-skilled service functions – taking ownership of the interaction and being responsible for onward progression and resolution.
4. To provide more detailed and in depth advice and undertake simple case assessment for service calls exercising judgement to determine appropriate outcomes for customers, and /or handing off enquiry.
5. To be responsible for the initial receipt and where possible, resolution of customer complaints, applying specialist knowledge to achieve an appropriate outcome
6. 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.
7. To ensure customers are regularly updated on the progress of their enquiry or service request as agreed at point of contact.
8. To help coach, mentor and develop Tier One Customer Service Advisors
9. To maintain specialist service knowledge ensuring that information provided to customers is accurate, up to date and delivered in a consistent format.
10. To develop and communicate knowledge and information to colleagues, contributing to the team's ability to deliver continuous performance improvements.
11. To engage in and be responsible for service improvement initiatives, actively seeking to reduce avoidable customer contact through the identification of service issues and appropriate solutions.
12. Potential opportunity in the absence of a team manager, to gain experience of supervising a multi-functional team consisting of tier one and two customer facing resources
13. Proactively develop and maintain relationships with service specialists to ensure that the service delivered to customers is seamless across Council functions/departments.
14. To monitor and assess Tier 2 team performance against targets, seeking support as necessary in order to deliver Customer Service Centre key performance indicators (KPIs)
15. To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
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. 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

Position Title:	Customer Service Advisor (Tier 2)	Date Prepared:	October 2017
Department:	Customer Service Centre	Band:	4

AF= Application Form	I = Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Experience of successfully working within a specified service area – including but not limited to Housing, Revenues, Benefits or Planning.	✓		AF/I
1.2	Up to date knowledge of coaching and mentoring staff to achieve performance and customer service standards.	✓		AF/I
1.3	Experience of monitoring team performance against Service Level Agreements (SLA's) and Key Performance Indicators (KPI's).	✓		AF/I
1.4	Computer literacy with experience of using Microsoft Office products	✓		AF/I
1.5	A working knowledge of the services provided by the Council.	✓		AF/I
2.	COMPETENCIES			
	PLANNING AND ORGANISING			
6.1	<ul style="list-style-type: none"> a) Sets clearly defined objectives b) Plans activities and projects well in advance and takes account of possible changing circumstances c) Managers time effectively d) Identifies and organises resources needed to accomplish tasks e) Monitors performance against deadlines and milestones 	✓		AF/I/T
	DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS			
6.2	<ul style="list-style-type: none"> a) Focuses on customer needs and satisfaction b) Sets high standards for quality and quantity c) Monitors and maintains quality and productivity d) Works in a systematic, methodical and orderly way e) Consistently achieves project goals 	✓		AF/I/T
	FOLLOWING INSTRUCTIONS AND PROCEDURES			
6.3	<ul style="list-style-type: none"> a) Appropriately follows instructions from others without unnecessarily challenging authority b) Follows procedures and policies c) Keeps to schedules d) Arrives punctually for work and meetings e) Demonstrates commitment to the organisation 	✓		AF/I/T

	REQUIREMENTS	Essential	Desirable	Assessed
	f) Complies with legal obligations and safety requirement of the role			
7.1	ADAPTING AND RESPONDING TO CHANGE a) Adapts to changing circumstances b) Accepts new ideas and change initiatives c) Adapts interpersonal style to suit different people or situations d) Shows respect and sensitivity towards cultural and religious differences e) Deals with ambiguity, making positive use of the opportunities it presents	✓		AF/I/T
7.2	COPING WITH PRESSURES AND SETBACKS a) Works productively in a high pressure environment b) Keeps emotions under control during difficult situations c) Balances the demands of work life and personal life d) Maintains a positive outlook at work e) Handles criticism well and learns from it	✓		AF/I/T
3.	EDUCATION AND TRAINING			
3.1	Achieved, or working towards a NVQ Level 3 in Customer Service (or equivalent)		✓	AF