

Job description and employee specification template

Job title:	Customer Service Advisor	Location:	Cirencester
Reports to:	Customer Services Manager	Working hours:	37 per week
Job number:	TBC	Salary range:	£18,000 to £21,000 per annum
Supervises:	Not applicable		
Purpose:	To provide a flexible customer service support working in a busy contact centre, responding to a wide range of customer enquiries on virtually all services provided by the Council, including visitor information.		
Key responsibilities:	<ul style="list-style-type: none"> • To welcome Council customers and deal with their enquiries efficiently and effectively by all channels, face to face, telephone, email and social media • To simultaneously use multiple IT systems to manage and resolve enquiries and record accurately for the purposes of performance management and service development • To take ownership and resolve complex queries by using appropriate skills and expertise, by liaising with the appropriate services within the Council or by liaising with the appropriate external organisations. • To assist in the collection of income from members of the public and other services of the Council. This may involve receiving and processing cash, cheques and credit / debit card details through the computerised cash receipting system or online payment system • Undertake responsibility for any training that is deemed necessary for the efficient delivery of the role <p>This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.</p> <p>General Accountabilities</p> <ul style="list-style-type: none"> • Working to add value to, and be a valued member of the team, and to be valued by customers • The post holder is responsible to maintain a safe working environment and ensure as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information 		

<p>Essential requirements, qualifications, skills and abilities:</p>	<p>Qualifications</p> <ul style="list-style-type: none"> • GCSEs (5 A-Cs or equivalent, including Maths and English) <p>Experience</p> <ul style="list-style-type: none"> • Proven experience working in a fast paced and multi skilled Customer driven environment including direct daily customer contact in significant volumes • Experience in or understanding of, dealing with difficult and aggressive customers <p>Skills</p> <ul style="list-style-type: none"> • To have a high level of computer literacy including a working knowledge of Microsoft applications and web based systems. Must have accurate and quick keyboard skills • To have regularly dealt with customers via electronic access channels i.e. internet, social media and email • Must be a team player with the desire to be part of a high quality and successful front line customer service team • Must be able to find solutions to unpredictable requests from customers, efficiently and effectively • Be able to respond under pressure to high volume and relentless workloads • Have the ability to work in a new and evolving service where change will be a normal feature of the job • Ability to listen, understand and interpret customer requests for information • To be able to ensure that communications are correctly understood • Willingness to share information, views and opinions and ideas to improve the service • Drive to deliver the highest quality customer care standards • Flexibility and resilience to work with customers face –to-face and in the high volume telephone contact centre • Be able to demonstrate a history of using empathy, tact and diplomacy when dealing with customers • Ability to maintain confidentiality in accordance with Data Protection
<p>Desirable requirements qualifications, skills and abilities:</p>	<ul style="list-style-type: none"> • NVQ Customer Service (level 2 or above) • Knowledge of the services delivered by Local Authorities & other public bodies • Knowledge of the Cotswold area and its citizens • Use of languages other than English or other non-verbal communication such as signing
<p>Special conditions:</p>	<ul style="list-style-type: none"> • There may be a requirement to work at other Publica Group Limited and/or client locations to meet the needs of the business. • Flexible approach to working times and location as set by a team rota • Wear and maintain uniform and name identification as supplied

	<ul style="list-style-type: none">Expected to work reasonable additional hours in line with the needs of the service	
Date of Issue:	27 th December 2018	
Date reviewed:		
Reviewed by	Name: Sarah Cantwell	Job title: Customer Services Manager