

# Post Specification

## Post Specification - Key Information

- **Post Title: Customer Service Adviser**
- **Date: 15<sup>th</sup> June 2023**
- **Post Group Number: 7926**
- **Job Family: Customer Engagement**
- **Job Family Role Profile: CE5**
- **Final Grade: 5**

To be read in conjunction with the job family role profile.

## Service Area Description

To ensure the Customer Service Team delivers high quality customer service. To provide the main point of contact for customers (residents and partners) to communicate with the Council to ensure customers' questions and issues are resolved effectively and efficiently.

## Purpose of this Post

To provide information, advice and guidance to external customers on the full range of Council services, ensuring that the information given is accurate and in line with current legislation and Council policies and procedures. Customer issues to be handled promptly and effectively, resolving the maximum possible queries at the first point of contact, to the satisfaction of the customer.

## Key Job Specific Accountabilities

1. To provide information, advice and guidance by telephone, email and face-to-face on the full range of Council services, providing assistance with the completion of forms and accessing self-serve channels, processing card payments and tailoring the support given to the customer's needs.
2. To deal with customer queries, issues and complaints, liaising with contractors, service providers and Council departments as appropriate, signposting customer to the relevant services.
3. To collate customer details into the respective systems, and to update and maintain accurate records of queries, service requests and responses given ensuring information given is in accordance with the relevant legislation, data protection requirements and is in line with Council policies and procedures.
4. To carry out office duties as required including photocopying, scanning and filing and ensuring public reception areas are presentable and well-stocked with up-to-date leaflets, forms and booklets.

*Please note: Annual targets will be discussed during the appraisal process.*

## Key Facts and Figures of the Post

- **Budget Responsibilities: N/A**
- **Staff Management Responsibilities: N/A**

- **Other:** N/A

### Essential Criteria

- **Qualifications:** Maths and English to GCSE standard or equivalent; or equivalent skills and knowledge demonstrable through work-based competences.
- **Knowledge:** Ability to use MS Office, email and have a good standard of IT literacy.
- **Experience:** Experience of working in a customer service-related role. Experience of providing a reception service to the public. Experience of working under pressure, planning, prioritising, and managing own workload.
- **Skills and Abilities:** Excellent written and verbal communication skills. Ability to demonstrate an understanding of excellent customer service. Ability to demonstrate understanding and empathy when dealing with customers. Positive attitude to work with a 'can do' approach and ability to deal with conflicting demands and problem solving.
- **Personal attributes:** Non-judgemental, approachable, people person, customer focused. Ability to converse at ease with customers and provide information, advice and instruction in accurate spoken English is an essential requirement (*express English fluently and spontaneously, almost effortlessly*).

### Disclosure and Barring Service (DBS) Checks

- The level of check required is (*remove others not required*):
  - DBS Basic

### Job Working Circumstances

- **Emotional Demands:** There are emotional demands placed on the postholder; the role involves dealing with vulnerable residents at times with challenging behaviour.
- **Physical Demands:** There are no physical demands.
- **Working Conditions:** There are no adverse working conditions.
- **Other Factors:** N/A