

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST TITLE: Customer Services Advisor GRADE: 3

SERVICE AREA: Customer Services POST: CS6

ACCOUNTABLE TO: Communications and Customer Services Manager

REPORTS TO: Customer Service Team Leader

VARIATIONS TO STANDARD CONDITIONS OF SERVICE:

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. This post is based primarily in the Council Offices in Market Harborough, although you may be required to work at another Council Service Shop as and when required.
3. You will be required to wear a uniform and name badge, which will be provided

DATE ISSUED: October 2017

JOB PURPOSE:

To work as part of a team delivering first class, professional customer service, both internally and externally, through a one-stop-shop approach. This will be achieved by using a range of communication methods and ensuring that customer enquiries are resolved at the first point of contact to maximise customer satisfaction. This is complemented by the efficient and flexible service delivery and ensuring all enquiries are processed to the required performance standards complying with Council's policies & procedures.

JOB ACCOUNTABILITIES:

1. To take responsibility for dealing with customer requests through to a satisfactory outcome.
2. To make an effective assessment of the customers needs, referring on to specialist service officers where appropriate.

3. To utilize Council's software systems and Council's internet site to progress customer service request.
4. Process payments, ensuring proper procedures are adhered to in accordance with service standards. Promote alternative, more cost effective methods of payment.
5. Recognise the changing needs of the service making recommendations to the Team Leader for service improvements.
6. Actively contribute to a unified environment by working within the wider Customer Services team and maintained relationships with staff from other services areas.
7. To confidently handle a range of different situation and react accordingly with tact, diplomacy and empathy.
8. Attend and participate in corporate training as required for ongoing personal and professional development.
9. Provide clerical and administrative duties as required.
10. As a term of employment the post holder may be required to undertake other such duties as may reasonably be required of you in the post and team mentioned above or in a comparable post in any of the Organisation's other teams at any of the Authority's establishments.
11. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety and Communication and involvement policies

Health and Safety

12. To be familiar with and at all times comply with:
 - the Council's general health and safety policy,
 - the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
 - local department specific health and safety procedures as amended or added to from time to time.
13. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.
14. To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.

15. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.
16. To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

Harborough District Council – Person Specification

JOB TITLE: Customer Services Advisor						
TEAM: Customer Services	POST NO: CS6	GRADE: 3	ALLOWANCE:	TEMPORARY	WEEKLY HOURS: 18.5hrs	
CRITERIA FOR SELECTION: (Justifiable as necessary for safe and effective performance)		ESSENTIAL REQUIREMENTS: (A clear definition of the necessary criteria)		ADDITIONAL/USEFUL REQUIRMENTS: (Where available, elements that contribute to improved/immediate performance of the job)		
Experience		<ul style="list-style-type: none"> . Experience of working in a customer service environment. . Experience of electronic communication e.g. email . Handling payments . Experience of working with a range of computerised systems in order to retrieve customer information and capture data correctly. 	<ul style="list-style-type: none"> App, Int App, Int App, Int App, Int 	<ul style="list-style-type: none"> . Experience of working in the public or voluntary sector. 		<ul style="list-style-type: none"> App,
Skills and Knowledge		<ul style="list-style-type: none"> . Interpersonal skills-sufficient to deal effectively with the public face to face. . Customer Services skills – can demonstrate going the extra mile, empathy and diplomacy. . Ability to remain calm when dealing with emotional, difficult or stressed people. . Customer Focused. . Accurate Data Entry skills-sufficient to enter information quickly whilst ensuring attention to detail. 	<ul style="list-style-type: none"> App, Int App, Int App, Int Int App, Int, Exer 	<ul style="list-style-type: none"> . Completion of Customer Service training programmes (NVQ customer services). 		<ul style="list-style-type: none"> App

	<ul style="list-style-type: none"> . Can demonstrate the 'Right First Time' approach with all tasks. . Ability to learn information quickly. . Ability to 'multi-task' and prioritise workloads. . Ability to work in a pressured environment. 	<p>App Int</p> <p>Int</p> <p>App Int</p> <p>Int, Exer</p>		
Other	<ul style="list-style-type: none"> . Flexible approach, self motivated and a team player . Commitment to equal opportunities and anti-discriminatory practices. . Commitment to raising our standards of customer care. . Open to change to improve service delivery. . The high public profile of the post requires a high level of professionalism, tact and diplomacy. . Ability to travel to other service shops including Lutterworth. 	<p>App Int</p> <p>Int</p> <p>App Int</p> <p>App Int</p> <p>App Int</p> <p>Int</p>	<p>Key:</p> <p>APP = To be scored from the Application Form.</p> <p>Int = To be scored from the Interview.</p> <p>Exer = To be assessed with a Test or Exercise.</p>	

Please note that: You should clearly state how you meet the requirements of the Person Specification, providing evidence where possible. Additional/Useful requirements listed may be used for sifting purposes.