

**JOB DESCRIPTION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Post Title**: Customer Service Advisor Level 1 | | | |
| **Department**: Regulations and Resources | | **Post No**: | |
| **Division/Section**: Customer Support and Collections | | **Post Grade**: Grade 6 | |
| **Location**: Whittaker Street, Radcliffe | | **Post Hours**: 8.45am to 5.00pm, Monday to Friday. Limited Flexi-time Scheme in operation | |
| **Special Conditions of Service**: Provide, where necessary, appropriate support in contingency or civil emergencies (covering 24 hour call out duties if requested) as part of the Council’s Corporate Emergency Plan. | | | |
| **Purpose and Objectives of Post**:   * To be the first point of contact for all customers, providing a high quality, efficient and courteous service over the telephone face to face or by electronic means resolving at first point of contact to the satisfaction of the customer in accordance with Government Legislation and Council Policies * Provide excellent service in a given Service area to all customers contacting the Council, both internally and externally, in accordance with the Council’s Corporate Customer Care Charter and Service targets. * Process all enquiries to the required performance standards, complying with the Data Protection Act, Freedom of Information Act and the Council’s requirements on confidentiality. | | | |
| **Accountable to**: Head of Customer Support and Collections | | | |
| **Immediately Responsible to**: Contact Centre Manager, Contact Centre Team Manager/ Contact Centre Assistant Team Manager | | | |
| **Immediately Responsible for**: None | | | |
| **Relationships: (Internal and External)**  Internal External  Staff from other departments Members of the public  Liaison with the CRM Team Representatives from external contractors & suppliers  Councillors MP’s  ICT Division Housing  Elections & Land Charges Benefits Agency  Children’s Services Solicitors  Adult Care Services Staff from other Authorities  Environmental Services Landlords / Housing Associations  Inland Revenue  Banks / Building Societies  GP’s | | | |
| **Control of Resources**:  Equipment – computer and relevant software packages, paper, stationery, headsets | | | |
| **Duties/Responsibilities**: | | | |
| 1. Deliver universal information services and have a detailed knowledge of a given Service area in order to provide a service to all customers contacting the Council. | | | |
| 1. A flexible approach towards the diverse range and needs of the service within the Customer Service team. | | | |
| 1. Ensure that enquiries are dealt with efficiently and appropriately and that as many as possible are resolved at the first point of contact to the satisfaction of the customer. | | | |
| 1. Update and maintain the Customer Relationship Management system (CRM) and other manual and computer based information systems; inputting, retrieving and updating accurate information in order to provide and develop first class service to customers. | | | |
| 1. Navigate and interrogate a number of IT systems, computer packages and databases in order to respond to customer enquiries. | | | |
| 1. Signpost customers to other services, including making appointments where appropriate, and, where necessary, put the customer in contact with relevant colleagues or departments, ensuring information is transferred efficiently. | | | |
| 1. Follow up matters which cannot be dealt with immediately, and take responsibility for ensuring that issues concerning other services, agencies and organisations are referred promptly to the appropriate contact. | | | |
| 1. Identify vulnerable customers and treat them in a sensitive manner to resolve their queries and refer to other agencies where necessary. | | | |
| 1. Assist customers in the understanding and completion of documents/application forms, including the validating, recording and scanning of documents as required. | | | |
| 1. Engage appropriate services such as Language Line / British Sign Language / Typetalk / Interpretation Officer when necessary. | | | |
| 1. Process credit and debit card payments through the Council’s payment system. | | | |
| 1. Complete the necessary administrative follow up to close the call. | | | |
| 1. Contribute to maximising collection of Council debt and alleviation of poverty by making suitable payment arrangements and updating records accordingly. | | | |
| 1. Record complaints on relevant databases and advise customers on the Council’s Complaints Procedure. | | | |
| 1. Make available documents, publications and other literature and to provide assistance for information as requested. | | | |
| 1. Keep up to date with the Council’s policies and activities and to be fully conversant with the on-line directory and all the forms and leaflets available to the public. Highlight any errors or anomalies to management promptly. | | | |
| 1. Ensure that all information relating to customers is treated sensitively and used appropriately; care is taken to ensure no loss of data or unauthorised disclosure of personal information. | | | |
| 1. Encourage information sharing internally and with other Council departments, partners and external organisation in accordance with Data Protection guidelines and national, corporate and departmental policies on confidentiality and the management of shared information. | | | |
| 1. Be familiar and work within the detailed procedure guidelines laid down for the operation of all services. These may be varied from time to time to reflect the changes in service requirements. | | | |
| 1. Take a flexible approach to changing patterns of work within the Contact Centre and provide cover when required for other Customer Service Advisors in their absence. | | | |
| 1. Work with Council colleagues to improve customer service delivery and proactively develop own awareness of wider information and services relating to the Council and local area. | | | |
| 1. To promote to customers the benefits of using self access channels and to promote the take up of council services. | | | |
| 1. Regularly contribute ideas, suggestions and feedback to provide a valuable contribution to the success of the Service. | | | |
| 1. To participate in other relevant customer service initiatives and council projects as and when necessary | | | |
| 1. Attend and contribute to training sessions and participate in the training and support of new staff. | | | |
| 1. Demonstrate and promote a commitment to Equal Opportunities, Investors in People, Diversity and Customer Care in accordance with good practice and guidelines. | | | |
| 1. Responsible for own Health & Safety, as well as that of colleagues, service users and the public. Follow Council policies and procedures for Health & Safety and Risk Management and report defects and hazards to management promptly. | | | |
| 1. Carry out any other duties commensurate with the grade of the post.   **Safeguarding:**  As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.  **Equality Diversity and Inclusion:**  Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.  **Health and Safety:**  The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies. | | | |
| Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service) | | | |
| **Job Description prepared by:** | **Sign:** | | **Date:** |
| **Agreed correct by Postholder:** | **Sign:** | | **Date:** |
| **Agreed correct by Supervisor/Manager:** | **Sign:** | | **Date:** |

**PERSON SPECIFICATION, CUSTOMER SERVICE ADVISOR**

**DEPARTMENT FOR RESOURCES & REGULATION**

|  |  |  |
| --- | --- | --- |
| **SHORT-LISTING AND INTERVIEW CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Experience of providing a busy frontline telephone service for the public in a customer service related environment | ✓ |  |
| Ability to take ownership for completing customer enquiries at first contact reducing the need for repeat contacts from customers | ✓ |  |
| Ability to follow complex processes/policies & business rules across a range of Council Services to answer customer enquiries. | ✓ |  |
| Ability to work under pressure & deal with customers who maybe vulnerable, distressed, irate or aggressive in a responsive, sympathetic and tactful manner. | ✓ |  |
| Ability to maintain high personal standards of performance and conduct, working to targets and adhering to the customer care charter. | ✓ |  |
| Ability to communicate appropriately and effectively both orally and in writing with the skills to explain complex matters to the customer | ✓ |  |
| Ability to use multiple computer based systems quickly and effectively ensuring accuracy of data capture and attention to detail. | ✓ |  |
| Ability to generate solutions to problems and complaints over the telephone and resolve conflict. | ✓ |  |
| Ability to work on own initiative and with minimal supervision when answering various customer enquiries efficiently and effectively. | ✓ |  |
| Ability to develop productive working relationships with colleagues and team members and contribute to team objectives. | ✓ |  |
| Understand the importance of maintaining confidentiality | ✓ |  |
| Customer Services NVQ 2 or similar |  | ✓ |
| Demonstrate you have the ability to converse at ease with customers and provide advice in accurate spoken English and are able to conduct a conversation and answer questions in accurate spoken English for an extended period of time where necessary. | ✓ |  |
| Do you want to apply for a full time or part time role – please advise. |  |  |