**JOB DESCRIPTION**

**CULTURAL AND CUSTOMER SERVICES**

**SENIOR CALL CENTRE OPERATOR**

**DIVISION: CONTACT CENTRE**

**POST OBJECTIVES: To fully satisfy the needs of the customer at the first point of contact.**

# MAIN DUTIES AND RESPONSIBILITIES

1. To respond to customers in an effective and courteous manner over the telephone by operating screen-based telephony and information systems.

2. To receive and establish the nature of the enquiry, log as necessary, to take payments where appropriate and respond by giving direct information or by interacting between the caller and the appropriate Service or agency.

3. To operate all systems within the Contact Centre in accordance with training received written procedures and operating manuals.

1. When dealing with enquiries over the telephone liaise with and communicate with other service units & external agencies as appropriate.
2. To assist in obtaining all relevant information from other service units & external agencies; which will enable all staff to provide an efficient point-of-contact service for customers.
3. To assist in the development of information systems and the training of colleagues in relevant functional areas.
4. To retain and record information as appropriate and maintain records and statistics as required.
5. To receive complaints made by telephone, ascertain the nature of the complaint, log onto complaints system or pass to appropriate service unit.
6. To regularly attend staff meetings and training sessions for the continual development of services and staff.
7. To handle escalated calls from Contact Centre operators and liaise with Refuse staff as required.
8. To supervise the Contact Centre in the absence of the Team Leader.
9. To assist the Team Leader and other colleagues in the effective operation of the Service and to adhere to the Equal Opportunities & Health and Safety policies of the Council.
10. To perform any other duties that correspond reasonably to the general level of the post and are commensurate with its' level of responsibilities.

**PERSON SPECIFICATION**

**CULTURAL AND CUSTOMER SERVICES**

**SENIOR CALL CENTRE OPERATOR**

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|  | **CATEGORY** | METHOD OF ASSESSMENT |
| Qualifications GCSE or equivalent in English and Maths | D | Application Form |
| **Experience**  Previous experience dealing with complex enquiries in a customer services environment across a range of channels(e.g. Telephone, Face-to-Face, E-mail)  Experience of working with I.T. applications  Experience of working in a large and complex organization  Confidence in dealing with the Public | E  E  D  E | Application Form  Application Form  Application Form  Application Form |
| **Knowledge/Skills/Ability**  Ability to respond quickly and positively to customer enquiries  Ability to multi-task.  Ability to work in a performance focused environment  Ability to respond effectively to complaints  Ability to work to agreed procedures  Ability to use initiative when dealing with customer enquiries  Ability to work well as a member of a team and alone  Good communication skills (oral and written)  Excellent working knowledge of Microsoft Office with ability to maintain spreadsheets  Ability to remain calm under pressure  Effective Listener | E  E  E  E  E  E  E  E  E  E  E | Application Form  Application Form  Application Form  Application Form  Application Form  Application Form  Application Form  Application Form  Application Form  Application Form  Application Form |
| Ability to work flexibly across the hours of business.  Ability to work from home  Adhere to social distancing rules Equality Empathy with Client groups  An understanding and commitment to Equal Opportunities  The ability to converse at ease with service users/customers and provide advice in accurate spoken English | E  E  E  E  E  E | Application Form  Application Form  Application Form  Application Form  Application Form  Application Form |

**For Information:**

**Category**

1. Essential Requirement without which the candidate would be unable to carry out the duties of the post.
2. Desirable Features which would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have the qualifications, training, experience, etc.