**JOB DESCRIPTION**

**Directorate of operations and neighbourhoods**

**CULTURAL AND CUSTOMER SERVICES**

**CONTACT 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 either face to face or over the telephone by operating screen-based telephony and other digital 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/Customer Services in accordance with training received written procedures and operating manuals.

1. To input the personal information from a disabled parking blue badge application form onto the relevant IT systems and complete the steps required to order the badge.
2. When face to face, assist with dealing with enquiries, issue public forms/leaflets, publications, passes, permits as appropriate and make available to view various documentation. When dealing with enquiries over the telephone or any other digital channels to liaise with and communicate with other service units & external agencies as appropriate.
3. To receive complaints made face to face or by telephone, ascertain the nature of the complaint, log onto complaints system or pass to appropriate service unit.
4. To regularly attend staff meetings and training sessions for the continual development of services and staff.
5. To assist the supervisors and other colleagues in the effective operation of the Service and to adhere to the Equal Opportunities & Health and Safety policies of the Council.
6. To be given support to perform any other duties that correspond reasonably to the general level of the post and are commensurate with its' level of responsibilities, including administrative support.

**PERSON SPECIFICATION**

**Directorate of OPERATIONS AND NEIGHBOURHOODS**

**CULTURAL AND CUSTOMER SERVICES**

**CONTACT CENTRE OPERATOR**

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|  | **CATEGORY** | METHOD OF ASSESSMENT |
| Qualifications GCSE or equivalent in English and Maths | D | Application Form |
| **Experience**  Experience of working with I.T. applications  Previous experience of working in a customer services environment  Familiarity of using other digital channels of contact | E  D  D | Application Form/Interview  Application Form/Interview  Application Form/Interview |
| **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 use initiative when dealing with customer enquiries  Ability to work well as a member of a team  Excellent communication and interpersonal skills  Excellent keyboard skills  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  D  E  E  E  E  E  E | Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/ Test  Application Form/Interview  Application Form/Interview  Application Form/Interview |
| Special Requirements Ability to work flexibly across the hours of business. | E | Application Form/Interview |

**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.