

Job Description

Post Title: Customer and Culture Officer AA3690

Evaluation: 453 Points **Grade: N5**

Responsible to: Customers and Culture Facility Supervisor

Responsible for: N/A

Job Purpose: To provide customer facing services in the Operations Division across the City.

Main Duties: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- 1 To respond to customer enquiries, delivering and promoting the services as required.
- 2 To deliver events and activities to customers as required.
- 3 To identify, analyse and select and implement the best solution to resolve customers' problems. To process customer enquiries, requests and complaints in accordance with corporate procedures.
- 4 To support members of the community in their use of the public ICT facilities.
- 5 To be responsible for the implementation of processes including stocks and supplies.
- 6 To liaise and ensure effective working relationships internally and externally with organisations in the delivery of Community hubs, libraries and parks services.
- 7 To handle and reconcile cash, cheque and card payments in accordance with the Council's financial regulations.
- 8 To be responsible for the day to day operation of services and coaching and mentoring of staff as allocated.
- 9 To contribute to the setting and monitoring of personal and divisional performance targets and standards, including quality assurance, to ensure the most efficient and effective use of resources.
- 10 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.
- 11 To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.