

Job Description

Post Title: Customer Service Assistant (Contact Centre) HH297

Evaluation: 397 Points

Grade: N4

Responsible to: Contact Centre Team leader

Responsible for: N/A

Job Purpose: Provide effective frontline service to support the efficient delivery within the Council's Contact Centre, improving cash collection for the Authority in line with Governments guidelines and to aid the efficient delivery Contact Centre Services.

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 Receive, record and process verbal and written customer enquiries, work requests and complaints, via any contact channel in accordance with corporate and directorate procedures.
- 2 Ensure that information provided and work undertaken is accurate, relevant and in line with performance targets.
- 3 Assist in monitoring and preparing information related to the activities of the Contact Centre in order that waiting times for all methods of communication are kept to a minimum and an acceptable standard of customer service is maintained.
- 4 Develop Customer Relationships through building customer confidence in the level of service provided and developing the relationship between customers, Newcastle City Council and its partners.
- 5 Demonstrate duties to colleagues as required.
- 6 Handle and reconcile payments/refunds in accordance with City Council procedures and financial regulations and actively pursue monies owed in accordance with operational guidelines.
- 7 Maintain awareness of all relevant performance targets and commitment to achieving continuous improvement.
- 8 Contribute towards a positive, vibrant environment of development and learning, focused on the needs of the customer and providing excellent customer service in line with performance targets.
- 9 Deliver new Contact Centre services as required and contribute to a positive and supportive team culture.

- 10 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.