



Job profile

Customer Service Adviser

Grade D

Group: Corporate Resources

Service: Customer and Financial Services

Location: Civic Centre

Line Manager: Team Leader

Car User Status: Casual

Job Purpose

Provide excellent customer service supporting the migration, continual improvement and delivery of streamlined services to the customer.

The key roles of this post will include:

1. To work effectively within a dynamic team at the forefront of change within Gateshead Council and act as the first point of contact for all customer interactions
2. To assist members of the public with enquiries and requests for assistance relating to the full range of Council Services, taking personal responsibility for ensuring that the customer's needs are satisfied
3. To liaise with other Council Services at any level necessary to secure the delivery of an effective solution to a customer's problem or enquiry
4. To maintain and develop a network of contacts throughout the Council's services (and its partners) to ensure that the team has access to the widest range of relevant information available
5. To maintain and update information systems with information gained whilst dealing with the public to ensure that the Customer Service team have access to the most up to date information
6. To assist in continuous improvement activities through focus groups and surveys
7. To receive payments on behalf of the Council, maintaining records as appropriate to ensure that the Council's financial accounting procedures are adhered to at all times
8. To be proactive in all aspects of safety management to comply with current legislation
9. Such other responsibilities allocated which are appropriate to the grade of the post



Knowledge & Qualifications

Essential:

Knowledge

- ICT literate and competent in Microsoft office applications

Experience

- Relevant experience in a customer service environment dealing with customers either face to face or over the telephone
- Be able to demonstrate excellent communication and customer care skills
- Ability to work quickly and accurately under pressure

Qualifications

- 4 GCSEs or equivalent at grade C or above including Maths and English

Other Requirements

- Able to work as part of a team and on own initiative
- Sensitivity and confidentiality when handling customer or people information

Desirable:

Knowledge

- Knowledge of the role of local government in the community

Experience

- Use of customer relationship management systems such as Lagan/ or other computer applications
- Handling customer contact via different access methods including face to face, telephony, letter etc.

Qualifications

- NVQ level 2 in customer service



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences