

Police Staff
Customer Service Specialist- Customer Service Centre
Communications Department
Role Definition:20424

ROLE DEFINITION

Dept / Area Command:	Communications Department	Section:	Customer Service Centre
Post Title:	Customer Service Specialist	Post Reference:	20424
Post Grade:	Grade B to Grade C	Location:	Northern Communications Centre, Ponteland
Car User Status:		Telephone Allowance:	
Shift Allowance:	Yes	Standby Allowance:	
Weekend Enhancement:	Yes	Contractual Overtime:	
Line Manager:	Team Leader, Customer Service Centre		
Staff Responsibilities:	Not Applicable		
Purpose:	Deliver an outstanding service experience in response to all customer interactions, acting where possible to resolve queries at first contact and providing professional advice and effective signposting.		

Key Responsibilities:-

- 1. Engage effectively with our customers through a variety of formats, quickly building rapport and utilising a creative problem solving approach to understand and respond to customer needs.**
- 2. Maintain an up to date knowledge of procedures including those of partner agencies to deal effectively with all customer contact such as property enquiries, complaints, incident and crime progression as well as other miscellaneous general enquiries.**
- 3. Maintain a high level of professionalism, upholding our policies, procedures and ethical standards at all times to serve the needs of the customer.**
- 4. Demonstrate effective organisational skills ensuring all contact is responded to in a timely and efficient manner ensuring the customer's experience exceeds their expectations.**
- 5. Work effectively as a team member, sharing best practice and developing innovative ways of working to ensure departmental performance and service levels are met and exceeded.**

5. Create appropriate records of all customer contact, detailing information received, advice given and action taken, in order to maintain a comprehensive customer relation management system which adheres to legal requirements.

6. Have a sound knowledge of the technology and telephony systems used and be able to resolve or escalate any issues that may impact on the service we deliver.

The postholder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.