

**Job Description**

**Position Title: Customer Service Apprentice**

**Position Ref. No:**

**Salary Grade: Apprentice grade**

**Directorate: Corporate Services**

**Service: Customer Service Network**

**Reports to: Team Manager**

**Purpose:** To provide a comprehensive, efficient, effective and responsive enquiry service to customers. To ensure that all customer contacts are handled in an appropriate way and demonstrate excellent customer service.

To resolve customer enquiries with the aim of satisfying customers within a single contact. To meet the agreed service standards of the service.

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to then be able to undertake the full range of duties listed below.

**Main Duties and Responsibilities:**

* Working within set policies and procedures to ensure an excellent customer experience.
* Responding to enquiries using telephone, web, email, face to face and any other communications channel as becomes available.
* Listening and responding to customer needs, acting upon and process service requests, and providing follow up action to ensure customers enquiries are resolved fully at the first point of contact.
* Suggesting improvements to customer contact activities, systems and procedures, to support continuous improvement.
* Contributing to developing and maintaining positive customer relationships, including managing challenging behaviour and hostility.
* Managing your own workload and the expectations of the customer.
* Logging comments, compliments and complaints in accordance with the Council’s procedures.
* Using I.T. systems effectively to develop and maintain customer information and other statistical data.
* Ensuring customer contact is in accordance with the Customer Charter and appropriate service standards.
* To demonstrate a commitment to developing personal skills in accordance with the apprentice framework.
* To meet deadlines associated to progression through the full apprenticeship period.
* To complete assignments/projects which relate to the apprenticeship framework to meet target dates
* To treat all information gathered, either electronically or manually in a confidential manner
* Carry out duties with full regard to the Council’s Equality policies, Code of Conduct and all other Council policies.
* Comply with the Council’s Health and Safety policy, rules and regulations and with Health and Safety legislation.
* Comply with the principles and requirements in relation to the management of Council records and information; respect the privacy and personal information held by the Council’ use Council information only for authorised purposes.
* Comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.