

Northumberland County Council

JOB DESCRIPTION

Post Title: Customer Service Advisor	Director/Service/Sector:		Office Use
Band: 4	Workplace: Locations throughout Northumberland		JE ref: 304
Responsible to: Team Leader	Date: January 2009	Manager Lever: N/A	HRMS ref:
Job Purpose: To provide an efficient and effective front line telephone service for the citizens, businesses and visitors of Northumberland. Deal with calls and incoming enquiries by any electronic method, resolving as many queries as possible at the first point of contact. Act as an advocate for the customer to ensure they receive the information, advice and access they need to all appropriate council and partner services.			
Resources	Staff	Any junior staff that may be assigned from time to time.	
	Finance	Ensuring telephone credit/debit card payments are correctly attributed to accounts and services.	
	Physical	Ensuring data is input and maintained accurately. Careful use of allocated tools, equipment and facilities.	
	Clients	Council employees, member of the public, public, private and voluntary sector organisations	
Duties and key result areas: 1. Act as first point of contact for customers, taking responsibility for handling each enquiry through to a satisfactory conclusion. 2. Provide accurate and up to date information and advice on all services of the Council and its partner services. 3. Take ownership for resolving queries or completing actions arising from customer enquiries, including referral to service units and external partners. 4. Contact customers to follow up initial queries where appropriate. 5. Utilise relevant ICT systems to maintain accurate and up to date records, files and statistical information 6. Receive and process payments in relation to Council and partner services and bookings. 7. Receive and record details of compliments, comments and complaints and provide advice and guidance to customers. 8. Provide administrative support to the needs of the service 9. Liase with internal and external partners to build relationships, solve enquiries and provide feedback on services. 10. Maintain high standards of customer care at all times and promote a culture of service excellence. 11. Contribute to the continuous improvement of the service. 12. Provide cover to one stop shop and reception services as required. The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.			

Work Arrangements	
Transport requirements:	Some travel between contact centres and one stop shops may be required.
Working patterns:	Some Saturday and evening working may be required.
Working conditions:	Office based.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Customer Service Advisor		Director/Service/Sector:	Ref: 304
Essential		Desirable	Assess by
Knowledge and Qualifications			
☐ A good general education ☐ A sound working knowledge of the procedural and practical issues relating to customer services. ☐ An awareness of and interest in the current issues facing the council and the services it provides. ☐ Appreciates the relationship between customer care, cost, quality and performance. ☐ Willing to undertake appropriate training.		☐ GNVQ Customer Care Level 2 or ICS Award ☐ CLAIT or equivalent	Application A, B Sight of original certificates A, B Interview
Experience			
☐ Telephone contact with the public. Giving help advice and information. ☐ Proficient in using IT word processing, database and spreadsheet packages		☐ Dealing with a wide range of services ☐ Dealing with others at different organisational levels ☐ Cash and card payment handling ☐ Gathering, organising and managing information ☐ Working in an environment governed by clear processes and procedures	Testing B Application A, B C, D, E, F, G Reference A, B Interview A, C, D, E, F, G
Skills and competencies			
☐ IT literate ☐ Administration skills - ability to input, extract, interpret and record information from manual and computerised information sources ☐ Communicates clearly orally and in writing ☐ Customer oriented		☐ Negotiation skills ☐ Excellent interpersonal skills and ability to communicate with a variety of people both face to face and on the telephone ☐ Ability to work methodically	Application A Interview B, C, D, E, F, G Testing A Interview
Physical, mental and emotional demands			
☐ Excellent verbal communication skills with the ability to facilitate open discussion to determine customer and service requirements ☐ Must be able to work as part of a team ☐ Enthusiastic and committed ☐ Proactive approach to problem solving and customer care ☐ Ability to work calmly and accurately under pressure ☐ Flexible approach			Application Interview: A, B, C, D, E. F

Motivation		
☐ A corporate orientation and commitment to tackling issues across departmental boundaries. ☐ Dependable, reliable and good time keeper. ☐ Encourages and displays high standards of honesty, integrity, openness and respect for others. ☐ Helps managers create a positive work culture in which diverse individual contributions and perspectives are valued. ☐ Proactive and achievement orientated ☐ Works with minimal supervision		Application Interview: A, B, C, D, E. F
Other		
☐ Ability and willingness to travel between Contact Centres and One Stop Shops within Northumberland as required ☐ Flexible working as determined by the requirements of the service. Saturday and evening working may be required		Interview A, B