

**Job Description**

**Job Title: Customer Service Advocate**

**Salary Grade:** Grade 3

**SCP:** 7-11

**Job Family:** Facilities and Customer Support

**Job Profile:** FC 3

**Directorate: Corporate Services**

**Work Environment: Civic Centre**

**Reports to: Team Manager**

**Purpose:**

To help, advise and direct customer’s calls.

To deliver a high quality service, by listening and helping the customer and exceeding their expectations

To resolve customer enquiries with the aim of satisfying customers within a single contact.

**Main Duties and Responsibilities:**

**Communication**

To communicate information verbally and/or in writing with the aim of satisfactorily resolving enquiries from Council customers. A range of communication channels will be used such as telephone, web, email and face to face. Specific knowledge of Council services is required to resolve the enquiry or ensure the satisfactory transfer of the query to the correct Service Area.

Communicate information to different audiences derived from several sources (including the computerised system). Information communicated can be complicated and sensitive. Communication must be adapted to meet the needs of the customer to ensure their understanding.

Provide information and/ or advice and guidance with the aim of satisfactorily resolving the enquiry. A range of written and verbal information, advice and guidance must be provided clearly meeting agreed service standards.

Influence others to adopt policies and courses of action when working with customers to resolve their queries and providing information and advice, which may be unfamiliar to the customer and information may differ from what they expect.

**Customer Focus**

Quickly develop excellent customer rapport, to enhance the customer’s experience.

Maintain a calm, positive and helpful attitude when dealing with challenging customers.

Actively listen to the customer to assess and anticipate their individual needs and requirements to resolve their enquiry.

Ensure customer contact is in accordance with the Customer Charter and appropriate service standards.

**Influence**

Resolve enquiries satisfactorily, which may at times include persuading or influencing customers towards a particular course of action or alternative approach.

**Planning and Decision Making**

Plan and organise own workload to ensure the delivery of the agreed service standards.

Make decisions in accordance with service standards, and on a daily basis, when dealing with problems and queries.

Satisfactorily deal with and solve problems which can be both straightforward or varied.

**Independence**

The ability to work independently in line with service standards and procedures.

**Composure and Thoroughness**

Ensuring information provided is accurate and meets agreed service standards and requirements.

Ensure work is carried out in an organised and effective way, including any follow up actions, so customer enquiries are resolved fully at the first point of contact.

Remaining composed, even in challenging or difficult circumstances to maintain positive customer relationships.

Deal with deadlines on a daily basis to deliver work in a compliant and customer satisfactory way.

Deal with interruptions and conflicting demands as and when they occur, to ensure customer service is maintained.

**Improvement**

Contribute to the effectiveness of continuous improvement within the customer service centre.

Comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council .

Comply with the principles and requirements of the Freedom of Information Act 2000

Comply with the Council’s information security standards, and requirements for the management and handling of information; Use Council information only for authorised purposes.

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.

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