2021 VAC 178

**Job Description**

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| **Job title** | Customer Service Advocate  |
| **Grade** | 3 |
| **Service/Team** | Facilities and Customer Support  |
| **Main purpose of job**  | * 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.
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| **Key responsibilities**  | * Contribute to the effectiveness of continuous improvement within the customer service centre.
* The ability to work independently in line with service standards and procedures.
* Ensuring information provided is accurate and meets agreed service standards and requirements.
* Plan and organise own workload to ensure the delivery of the agreed service standards.
* Resolve enquiries satisfactorily, which may at times include persuading or influencing customers towards a particular course of action or alternative approach.
* 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.
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| **Key tasks**  | * Communicate complicated and sensitive information to different audiences derived from several sources (including the computerised system) whilst ensuring to meet the needs of the customer.
* Provide written and verbal information and/ or advice and guidance with the aim of satisfactorily resolving the enquiry whilst 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.
* Quickly develop excellent customer rapport, to enhance the customer’s experience.
* Actively listen to the customer to assess and anticipate their individual needs and requirements to resolve their enquiry.
* Maintain a calm, positive and helpful attitude when dealing with challenging customers.
* Ensure customer contact is in accordance with the Customer Charter and appropriate 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.
* 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.
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| **Other duties/specific policies e.g. DBS** | The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information. To 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 |