

Northumberland County Council
JOB DESCRIPTION

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| Post Title: Customer Services Advisor | Director/Service/Sector: HR/OD - Customer Services | | Office Use |
| Band: 4 | Workplace: Northumberland County Council Contact Centre, Customer Services Centres and community hubs throughout Northumberland | | JE ref: 3825 HRMS ref: |
| Responsible to: Contact Centre Team Leader | Date: April 2021 | Manager Lever: N/A | |
| Job Purpose: To deliver an efficient, first class service, first time, every time; ensuring a consistent, high quality, customer focused service is delivered through the Council’s Contact Centre and/or Customer Service Centres / community hubs. Deal with calls and enquiries from citizens, businesses and visitors of Northumberland by any channel, 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 services, or signpost to relevant organisations as appropriate. | | | |
| Resources | Staff | Any Junior staff that may be assigned from time to time | |
| | Finance | Ensuring telephone payments are correctly assigned to accounts and services. | |
| | Physical | Ensuring data is input and maintained accurately. Careful and correct use of allocated tools, equipment and facilities. | |
| | Clients | Internal and external customers: Citizens, Council tenants, businesses, visitors, officers and managers within all Council services and partner 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 referrals to services and external partners. 4. Contact customers to follow up queries and to make welfare calls where appropriate. 5. Work as part of the local test and trace service to conduct telephone interviews with individuals who have received a positive COVID-19 test result using structured questions to ascertain contact information and offer assistance and support to support self-isolation. 6. Utilise relevant ICT systems to maintain accurate and up to date records, files and statistical information. | | | |

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| 7. Receive and process payments in relation to Council and partner services and bookings. |
| 8. Receive and record details of compliments, comments and complaints and provide advice and guidance to customers. |
| 9. Provide administrative support to meet the needs of the service. |

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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. Liaise with internal and external partners to build relationships, solve enquiries and provide feedback on services
13. Provide assistance to colleagues when required to do so to support the cascade of service knowledge and understanding
14. 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

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| Transport requirements: | Some travel to meetings or training may be required. |
| Working patterns: | Flexible working patterns including weekend working to assist with specific service requirements |
| Working conditions: | Office and working from home combination |

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PERSON SPECIFICATION