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| **Job Description** |
| **Post title** | Customer Services Assistant |
| **JE Reference No** | A5260 |
| **Grade** | 4 |
| **Service** | Digital & Customer Services |
| **Service Area** | Customer Services |
| **Reporting to** | The post holder will be accountable to the Customer Services Team Coach |
| **Location** | Your normal place of work will be Crook Civic Centre, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To provide a first point of contact for all our customers, service users and stakeholders’ access to public services by all access channels, dealing with customer enquiries on all aspects of business within the remit of Customer Services and partnership services.

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| **Duties and responsibilities** |

To undertake other duties and responsibilities that are commensurate with the level of the post. This job description contains the main accountabilities of the post and does not describe in detail all the duties required.

Listed below are the primary responsibilities of the role:

* To provide accurate information on all Council and partner services on both routine and complex issues.
* To assist the Customer Services Officers and Team Coaches in the day-to-day provision of the front line service through face to face, telephone, self-service and e-based contacts.
* To deal effectively with customers service requests, answering queries, giving advice covering the full range of Council and partner services and managing the progress of each enquiry through all stages to its conclusion (where applicable).
* To support the capture of corporate complaints, comments, compliments and suggestions from customers using the Council’s Customer Relationship Management system and following the relevant adopted policies and procedures.
* The collection and validation of information to assist Customer Services Officers in a quick and accurate service provision including the prevention and detection of benefit fraud.
* To represent the customers best interests in seeking expert or specialist advice from services inside and outside the Council.
* To maintain up-to-date records and knowledge of the Councils Policies and Procedures required to provide the effective processing of service requests, enquiries and complaints.
* Schedule appointments for customers where necessary and follow up to ensure requests for service are followed through to conclusion.
* Assist customers in locating Council information stored in computerised and manual formats including the processing of payments as required.
* Awareness of Risk Management and the impact of the Councils Risk Policy has on the post holder.
* The duties and place of work may change as the service provision changes to the meet the needs of the customer.
* Participate in corporate working, in particular in order to achieve the corporate objectives and personal development aims.
* Shares all relevant and useful information with others in the team and keeps everyone up to date with the latest developments. Proactively co-operates with others to achieve targets set for group, participates in teamwork and supports team decisions.

Patience and empathy.

Flexible Working – The post exists to service customers of the council and is therefore important that the hours worked meet the requirements of the public. Consequently there may be a requirement for staff to operate on a basis providing for late evenings early mornings and weekend opening.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

The generic responsibilities which will be undertaken in support of the above work include the following (if applicable):

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * 4 GCSE’s (A-C) or equivalent
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| Experience | * Experience of dealing with the public through a range of contact channels
 | * Experience of working in a call centre environment
* An understanding of the main services provided to the public
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| Skills & Knowledge | * Ability to work on own initiative and under pressure
* Ability to communicate clearly and deal with enquiries with diplomacy and sensitivity both verbally and in writing with a wide range of people
* PC Literate
* Administrative skills and ability to process numerical data
* The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post
 | * Ability to contribute to the development of the team
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| Personal Qualities | * Positive attitude to flexible working
* Ability and determination to achieve successful conclusions and respond to a challenge
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