**Job Description & Person Specification**

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| **Post Title** | Customer Service Representative |
| **JE Reference**  | W1572 | **Grade**  | C+ | **SCP Range** | 6-7 |

**Reporting line:**

Customer Services Manager

Team Leader Customer Services

Customer Service Representative

# **Job Purpose:**

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# Under the guidance of the Customer Service Team Leader; provide an excellent front-line enquiry handling service on behalf of the Council through various contact channels including face to face, telephone, written post, e-mail, online and via social media. To take ownership of enquiries and service requests and work to resolve all enquiries (where possible) at the first point of contact, meeting agreed and necessary performance standards for the delivery of Service.

# **Relationships:**

**Accountable to:** Customer Service Team leader

**Accountable for:** N/A

**General Contacts:** Colleagues within Customer Services, other Council Departments, other agencies, elected members and members of the public

# **Key duties and responsibilities:**

1. Provide a high-quality Customer Service to the citizens of the Borough, elected Members, partners and other stakeholders.
2. Respond accurately and competently to all enquiries resolving them at first point of contact where possible and raise service requests to the appropriate service department as required.
3. To be responsible for attending customer access points as required during service periods when the Customer Services Team Leader is not available to instruct attendance.
4. To take payments for services as required and to be responsible for the accuracy of all such transactions handled.
5. To undertake a range of administrative duties in delivery of the service which includes but is not limited to monitoring and responding to generic emails and undertaking call back requests.
6. Meet defined and agreed performance standards for all aspects of the role.
7. Maintain accurate records on the appropriate ICT administration systems.
8. Maintain complete confidentiality in respect of enquiries handled, and to report suspected wrong-doing and fraud as appropriate.
9. To demonstrate competency and professionalism in handling service enquires including, but not limited to:
* Council Tax liability and NNDR
* Housing Benefit and Council Tax Support
* Discretionary payments such as social fund and housing payments
* Discounts, such as single person and empty property discounts
* Advising on payment options
* Recovery action, including overpayment, non-payment, bailiff action
* Welfare Rights services
* Cost of living advice
* Missed waste collection enquiries
1. To communicate with customers across a range of methods. Including, but not limited to:
* Telephone
* Face to face
* Online (website)
* Webcam
* Webchat
* Email
1. To take general and switchboard enquiries as required
2. To support the development of the service through attendance at workshops and involvement with other working forums as necessary
3. To draw attention to any defects in the service and to look for improvements and innovations.

# **General/Corporate Responsibilities:**

1. To undertake such duties as may be commensurate with the seniority of the post
2. To ensure that the Council’s corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
3. To partake in the Council’s and Directorate’s staff training and development policies as well as the Council’s system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council’s Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are met at all times
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual’s knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

**Last Updated:** September 2023  **Author:** Mike Oyston

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| **POST TITLE** | **GRADE** |
| Customer Service Representative | C+ |

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| **NOTE TO APPLICANTS**Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. |

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| **CRITERIA** | NECESSARY REQUIREMENTS | **\* M.O.A.** |
|  | **Essential** | **Desirable** |  |
| **EXPERIENCE** | * Experience of working in a customer service environment.
* Experience of working with the public by telephone and/or face to face
* Experience of dealing with public sector service enquiries including cash handling
* Experience of statistical record keeping
* Experience of using ICT systems
* Experience of working within legislation and professional guidelines and providing customer advice within these.
* Experience of delivering customer service within a customer excellence quality framework
 | * Housing and Council Tax technical assessment or advisory experience.
* Experience of working in a contact centre environment
* Experience of CRM systems /Civica 360 and Iworld/Anite systems
* Experience of dealing with complaints/complex enquiries
* Experience of using telephone call handling systems
* Experience of dealing with face to face enquiries.
 | A, C, I |
| **SKILLS AND ABILITIES** | * Ability to demonstrate excellent communication, interpersonal and presentational skills
* Well-developed ability to communicate clearly both verbally and in writing
* Willingness to be proactive and positive with a determination to achieve targets and a ‘can do’ attitude
* Ability to receive, relay and input accurate and concise information orally and electronically
* The ability to work under pressure and to deadlines
* Ability to use modern computer packages such as Microsoft Word and Excel/ databases, as well as e-mail systems and web chat.
 | * Ability to use initiative and positively represent the Council
 | A, I, R, T |
| **EDUCATION/ QUALIFICATIONS/ KNOWLEDGE** | * Literate and numerate with a good all-round standard of education including English Language and Maths GCSEs (or equivalent)
* Knowledge of applying numerical skills to practical situations, for example applying charging policies and calculating charges for services
* An ability to fulfil all spoken aspects of the role with confidence through the medium of English
 | * Customer services (or a business related ) NVQ Level 2 or above
* To have undertaken training relating to knowledge of housing benefits, council tax, business rates
* To have undertaken training relating to administration of customer services.
 | A, I, C |
| **OTHER REQUIREMENTS** | * Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours or a willingness to wear a uniform if necessary
* Commitment to own continuous personal and professional development
* Strong team player, committed to an ethos of continuous improvement
 | * Evidence of own continuous personal and professional development
 | A, I, C |
| **COMMITMENT TO EQUAL OPPORTUNITIES** | * Commitment to equal opportunities and the ability to recognise the needs of different service users
 | * Evidence of having completed training in equality and diversity awareness
 | A,I |
| **COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE** | * Commitment to provide a customer-focussed service
 | * Evidence of surpassing customer expectations or service targets / goals
 | A,I |

**METHOD OF ASSESSMENT: (\*M.O.A.)**

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE

R = REFERENCE