


<b>Profile Title:</b>	Customer Service Advisor				
<b>Reports to:</b>	Customer Services Team Leader				
<b>Employee Management:</b>	None	<b>Grade:</b>	4	<b>Profile Ref:</b>	74955
<b>Purpose of the Post</b>					
To deliver a high quality, efficient and effective customer focused service, whilst adopting a digital first approach.					
<b>Responsibilities</b>					
<ul style="list-style-type: none"> <li>Respond to customer enquiries (some of which may be upsetting) received through multiple access channels including, telephony, face to face, e-mail, web chat and social media, in accordance with the Council's Digital First principles, standards of professional conduct and taking into account any safeguarding issues.</li> <li>To analyse and interpret information given by the customer accurately, and make appropriate decisions from a range of options.</li> <li>To be aware of and abide by key areas of legislation and maintain awareness of policies and procedures which impact on how the service is delivered.</li> <li>Liaise with internal and external stakeholders including managers, employees, Elected Members and members of the public, ensuring information and communication links are maintained.</li> <li>To take a one Council approach, listening carefully, speaking positively and ensuring the customer receives an efficient, friendly, courteous and helpful experience.</li> <li>To handle complaints and difficult or aggressive customers in a calm and professional manner, ensuring a customer focussed service, demonstrating initiative, diplomacy and resilience in a demanding environment.</li> <li>Undertake duties whilst dealing with interruptions, queries and conflicting demands arising from customer queries and requests, ensuring key performance indicators are achieved.</li> <li>Promote, support and encourage customer independence through the use of self-service channels e.g. via the internet.</li> <li>Work to accelerate and positively build the reputation and perception of the Council's self-service options to maximise channel shift to digital options; resulting in these being the Council's primary access channel</li> <li>Undertake general financial administration e.g. processing requests for service and taking payments.</li> <li>Support, assess and process applications in line with guidelines, before making an informed decision on eligibility</li> <li>To work in a helpful and approachable manner as a member of the team to ensure overall performance targets are met and colleagues supported in their training and development. To make a positive contribution to team plans, and respect commitment to team decisions.</li> <li>To work closely with key stakeholders and Managers to deliver service improvements and deliver efficiencies throughout the Council</li> </ul>					

- Input, check and maintain electronic data and files across a range of systems, ensuring information is accurately and appropriately stored.

<b>Education and Training</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>• 4 GCSE's (9 - 4) or equivalent, or a relevant level 2 qualification</li> <li>• Level 2 Customer Services qualification</li> </ul>	A/E A/E	E D
<b>Relevant Experience</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>• Experience of working with members of the public</li> <li>• Experience of communicating utilising a range of access channels and electronically recording information</li> <li>• Experience of providing advice, support and guidance</li> <li>• Experience of working with confidential information</li> <li>• Experience of working as part of a team and individually</li> </ul>	A/I A/I A/I A/I A/I	E E E E E
<b>General and Special Knowledge</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>• Awareness of a variety of customer platforms including telephony, social media, web chat and SMS messaging</li> <li>• Digitally confident and adept in the use of on line resources</li> <li>• Good working knowledge in relation to information governance, and data protection</li> <li>• Knowledge and understanding of customer service industry standards, policies and agendas</li> <li>• Knowledge and understanding of relevant national and Local Government services, policies and agendas</li> </ul>	A/I A/I A/I A/I A/I	D E E E D
<b>Skills and Abilities</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>• Good communication, negotiation and interpersonal skills, demonstrating excellent listening skills, with the ability to deal with a variety of internal and external stakeholders, with the ability to communicate effectively with the public using a suitable level of fluency in spoken English, in line with the English Language requirement for public sector workers.</li> <li>• Ability to transcribe information clearly and accurately using appropriate technology, including effective keyboard skills.</li> <li>• Ability to identify and propose solutions to problems, demonstrating good analytical skills with attention to detail and the ability to report findings</li> <li>• Ability to organise and prioritise conflicting workloads to meet strict deadlines.</li> <li>• Ability to work flexibly as part of a team, using own initiative for minor decisions in the absence of a Team Leader</li> <li>• Ability to follow operational procedures and deliver support on a range of digital options</li> <li>• Ability to work in a constantly changing environment, actively transferring customers to self-service channels</li> <li>• Ability to work under pressure, maintaining a calm, polite and professional manner, using tact and diplomacy with a diverse range of people in sensitive situations.</li> </ul>	A/I/T A/I/T A/I A/I A/I A/I A/I	E E E E E E E
<b>Additional Requirements</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>• Willing to work flexibly in accordance with policies and procedures to meet the</li> </ul>	A/I	E

operational needs of the council.		
• Willing to undertake training and continuous professional development in connection with the post.	A/I	E
• Work in accordance with the council's vision, priorities, values and behaviours.	I	E
• Able to undertake any travel in connection with the post.	A/I	E