

JOB DESCRIPTION

March 2019

Designation:	Customer Service Advisor
Grade:	Stroud 3
Hours:	37
Location:	Ebley Mill
Job Purpose:	To provide a frontline, first point of contact service for various Council services to the Council's customers
Responsible to:	Senior Customer Service Advisor
Responsible for:	No supervisory responsibility

KEY DUTIES

- To provide a frontline customer service by telephone, face-to-face and online channels as part of the corporate Customer Services team. This covers enquires and service requests relating to all Council services at Ebley Mill and other locations in the district
- To be proficient in delivering a frontline service for Refuse & Recycling, Council Tax, Council Switchboard, Reception, Cashiers, Housing Advice, Car Parks, Elections, Environmental Health and any other service the Customer Services team delivers
- To provide information and process service requests by inputting data electronically using a range of Council databases and Customer Relationship Management (CRM) systems
- Receive, log, respond and resolve complaints
- To show commitment to training and development to maintain and develop knowledge and skills to be able to provide a professional, efficient and multi-dimensional service to the customer
- Work subject to interruption to the programme of tasks but not involving and significant change to the programme

SKILLS AND KNOWLEDGE

- Good general education or equivalent experience
- Good written and verbal communication skills
- Experience of working with the public
- IT literate
- Ability to manage own time and workload

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- Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity

COMPLEXITY AND CREATIVITY

- To respond to queries, service requests and complaints
- To have a broad knowledge of all Council services at parish, district and county levels
- To aim for each transaction to exceed the customer's expectations
- To work under own initiative when located at external locations
- To be proactive and involved in service delivery improvement initiatives
- Work requires the exercise of creativity within the general framework of recognised procedures

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to the Senior Customer Services Advisor
- Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives

CONTACTS

- Members of the Council
- Members and staff of other local authorities /partner agencies
- Suppliers and contractors
- Members of public
- Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action

RESOURCES

- Little or no responsibility for physical or financial resources

TRAVEL DESIGNATION

- Casual car user

GENERAL

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- To work with communities sometimes outside normal office hours, including weekends.
- To always ensure that service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To always promote the Council's overall commitment to equality of opportunity/Diversity and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description reflects the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.