

Northumberland County Council

JOB DESCRIPTION

Post Title: Customer Service Advisor	Director/Service/Sector:		Office Use
Band: 4	Workplace: Locations throughout Northumberland		JE ref: 304
Responsible to: Team Leader	Date: January 2009	Manager Lever: N/A	HRMS ref:
Job Purpose:			
To provide an efficient and effective front line telephone service for the citizens, businesses and visitors of Northumberland.			
Deal with calls and incoming enquiries by any electronic method, 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 and partner services.			
Resources	Staff	Any junior staff that may be assigned from time to time.	
	Finance	Ensuring telephone credit/debit card payments are correctly attributed to accounts and services.	
	Physical	Ensuring data is input and maintained accurately. Careful use of allocated tools, equipment and facilities.	
	Clients	Council employees, members of the public, public, private and voluntary sector organisations	
Duties and key result areas:			
<ol style="list-style-type: none"> 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 referral to service units and external partners. 4. Contact customers to follow up initial queries where appropriate. 5. Utilise relevant ICT systems to maintain accurate and up to date records, files and statistical information 6. Receive and process payments in relation to Council and partner services and bookings. 7. Receive and record details of compliments, comments and complaints and provide advice and guidance to customers. 8. Provide administrative support to the needs of the service 9. Liaise with internal and external partners to build relationships, solve enquiries and provide feedback on services. 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. Provide cover to one stop shop and reception services as required. 			
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	
Transport requirements: Working patterns: Working conditions:	Some travel between contact centres and one stop shops may be required. Some Saturday and evening working may be required. Office based.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Customer Service Advisor	Director/Service/Sector:	Ref: 304
Essential	Desirable	Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> <input type="checkbox"/> A good general education <input type="checkbox"/> A sound working knowledge of the procedural and practical issues relating to customer services. <input type="checkbox"/> An awareness of and interest in the current issues facing the council and the services it provides. <input type="checkbox"/> Appreciates the relationship between customer care, cost, quality and performance. <input type="checkbox"/> Willing to undertake appropriate training. 	<ul style="list-style-type: none"> <input type="checkbox"/> GNVQ Customer Care Level 2 or ICS Award <input type="checkbox"/> CLAIT or equivalent 	Application A, B Sight of original certificates A, B Interview
Experience		
<ul style="list-style-type: none"> <input type="checkbox"/> Telephone contact with the public. Giving help advice and information. <input type="checkbox"/> Proficient in using IT word processing, database and spreadsheet packages 	<ul style="list-style-type: none"> <input type="checkbox"/> Dealing with a wide range of services <input type="checkbox"/> Dealing with others at different organisational levels <input type="checkbox"/> Cash and card payment handling <input type="checkbox"/> Gathering, organising and managing information <input type="checkbox"/> Working in an environment governed by clear processes and procedures 	Testing B Application A, B C, D, E, F, G Reference A, B Interview A, C, D, E, F, G
Skills and competencies		
<ul style="list-style-type: none"> <input type="checkbox"/> IT literate <input type="checkbox"/> Administration skills - ability to input, extract, interpret and record information from manual and computerised information sources <input type="checkbox"/> Communicates clearly orally and in writing <input type="checkbox"/> Customer oriented 	<ul style="list-style-type: none"> <input type="checkbox"/> Negotiation skills <input type="checkbox"/> Excellent interpersonal skills and ability to communicate with a variety of people both face to face and on the telephone <input type="checkbox"/> Ability to work methodically 	Application A Interview B, C, D, E, F, G Testing A Interview
Physical, mental and emotional demands		
<ul style="list-style-type: none"> <input type="checkbox"/> Excellent verbal communication skills with the ability to facilitate open discussion to determine customer and service requirements <input type="checkbox"/> Must be able to work as part of a team <input type="checkbox"/> Enthusiastic and committed <input type="checkbox"/> Proactive approach to problem solving and customer care <input type="checkbox"/> Ability to work calmly and accurately under pressure <input type="checkbox"/> Flexible approach 		Application Interview: A, B, C, D, E. F

Motivation		
<ul style="list-style-type: none"> <input type="checkbox"/> A corporate orientation and commitment to tackling issues across departmental boundaries. <input type="checkbox"/> Dependable, reliable and good time keeper. <input type="checkbox"/> Encourages and displays high standards of honesty, integrity, openness and respect for others. <input type="checkbox"/> Helps managers create a positive work culture in which diverse individual contributions and perspectives are valued. <input type="checkbox"/> Proactive and achievement orientated <input type="checkbox"/> Works with minimal supervision 		Application Interview: A, B, C, D, E. F
Other		
<ul style="list-style-type: none"> <input type="checkbox"/> Ability and willingness to travel between Contact Centres and One Stop Shops within Northumberland as required <input type="checkbox"/> Flexible working as determined by the requirements of the service. Saturday and evening working may be required 		Interview A, B