

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES
JOB DESCRIPTION

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| <u>POST TITLE :</u> | Customer Service Advisor |
| <u>PAY BAND :</u> | Band 4 |
| <u>JOB EVALUATION NO.</u> | B1728 |
| <u>REPORTING RELATIONSHIP</u> | Customer Service Team Leader(s) |
| <u>JOB PURPOSE :</u> | To act as a customer advocate and provide excellent service to all customers contacting the Council for a variety of services. To work as part of a team providing advice to customers and resolving as many enquiries as possible at the first point of contact, in line with relevant legislation and policies. To promote uptake of digital services to residents. |
| <u>POST NO.</u> | POS000698 |
| <u>PDR COMPETENCY FRAMEWORK</u> | Level 1, Expected Competencies for all employees |

MAIN DUTIES/RESPONSIBILITIES

1. To provide a prompt and high-quality advice service, dealing with a wide range of customer enquiries, work requests, booking and complaints by telephone contact, face to face, email and through digital channels.
2. To provide information and services to customers covering a variety of business areas.
3. To record the details of all customer contact on relevant IT systems, requesting any further information from customers to resolve enquiries.
4. To personally deal with and aim to resolve all enquiries received at the first point of customer contact
5. To ensure that customers are provided with high quality service which meets customer expectations, performance targets and reduces repeat enquiries.
6. To help the team meet the Council's customer service standards by ensuring that enquiries and complaints are handled within agreed target timescales and to the standards and procedures set by Customer Services and the service departments.
7. To identify other options for customers to access services through digital channels and to actively promoting and signposting customers to self-serve options where possible to provide full assistance to vulnerable customers who are unable to self-serve through digital channels
8. To assist in the training of new and existing Customer Services staff, where required or requested to do so, actively learning new systems and delivering new serviced as required.

9. To be an active member of the team, embracing change and new services.
10. To liaise with internal and external partners such as Social Services, StreetScene, Housing Services and Police.
11. To be involved in Council projects as and when required such as changing processes and procedures, service improvement or undertaking customer satisfaction surveys.
12. To actively maintain and develop a comprehensive, up to date working knowledge of Council services and any relevant procedures, guidance, legislation and organisational changes.
13. Process customer requests to pay for services via cheque or debit/credit cards, or process cash payments using appropriate payment facilities.
14. Undertake administrative duties relevant to the service as required.
15. Adopt a flexible approach to changing patterns of work.
16. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
17. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
18. Carry out your role in line with the Council's Equality agenda.
19. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
20. Any other duties of a similar nature related to this post that may be required from time-to-time.
21. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
22. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
23. This post is subject to a Basic disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

Date: August 2019

DARLINGTON BOROUGH COUNCIL

PERSON SPECIFICATION

ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

CUSTOMER SERVICES ADVISOR

POST NO. POS000698

All appointments are subject to satisfactory references.

| Criteria No. | Attribute | Essential (E) | Desirable (D) |
|--------------|---|---------------|---------------|
| | Qualifications & Education | | |
| 1 | NVQ Level 2 in a related field, such as Customer Services or business administration. | | D |
| | Experience & Knowledge | | |
| 2 | Approximately one year's recent experience of working with customers in a busy and challenging environment with sometimes angry and/or vulnerable people. | E | |
| 3 | Experience of working with computers and competency in Office Applications such as Word/Excel/Access/Outlook. | E | |
| 4 | Experience of working within policies and procedures with the use of initiative to respond to situations. | E | |
| 5 | Approx. 1 year's recent experience of delivering customer services in a customer-orientated role. Or approx. 1 year's recent experience of working in a call centre environment. | E | |
| 6 | A general awareness of all services provided by the authority. | | D |
| 7 | Experience of using Customer Services IT systems such as Lagan, Orchard, Uniform and I-World. | | D |
| 8 | Understanding of data protection principles and confidentiality. | E | |
| | Skills | | |
| 9 | Ability to demonstrate attention to detail and maintain accurate records. | E | |
| 10 | Ability to take ownership for resolution of enquiries. | E | |
| 11 | Ability to deal with difficult customers in stressful situations, whilst remaining professional and calm. | E | |
| 12 | Ability to effectively listen and communicate verbally, to a range of audiences, including ability to explain complex issues clearly. | E | |
| 13 | Ability to effectively interpret written communication and respond in the most appropriate format. | E | |
| 14 | Ability to apply accurate literacy and numeracy skills. | E | |
| 15 | Strong commitment to customer care. | E | |
| 16 | Ability to handle cash and use a till. | | D |

| | Personal Attributes | | |
|-----------|---|----------|----------|
| 17 | Ability to work well under pressure, prioritise and make decisions. | E | |
| 18 | Understands customer service and has a welcoming and helpful approach to customers that builds immediate rapport. | E | |
| 19 | Ability to work effectively on own initiative and as part of a team. | E | |
| 20 | Ability to handle sensitive or confidential information. | E | |
| 21 | Ability to continuously learn and develop and embrace change. | E | |
| 22 | A flexible approach to working time arrangements to meet service requirements. | | D |
| 23 | Show an aptitude for self-development. | | D |
| | Special Requirements | | |
| 24 | Commitment to strive for continuous improvement to services for Darlington residents. | E | |
| 25 | Ability to communicate at ease with customers and provide advice in accurate spoken English. | E | |
| 26 | Basic Disclosure Check. | E | |