



Title Customer Service Advisor - Level 2	Department Chief Executive's	Post Ref.
<p>Job Purpose</p> <p>To satisfy the needs of Customer Service Centre customers at the first point of contact wherever possible, ensuring services interface seamlessly with 'back office' departments, delivering excellent standards of customer care and consistent high quality information and advice on aspects of all the Authority's services.</p> <p>To support the Customer Service Management Team in ensuring that service units receive a good level of service delivery and that Service Delivery Agreements are met.</p>		
<p>Key Responsibilities</p> <p>1.To effectively handle inbound and outbound telephone calls and e-mails from members of the public, service users, internal departments and representatives of other agencies, and provide a prompt, high quality response to their enquiry/query.</p> <p>2.To liaise with other service units to ensure effective service delivery.</p> <p>3.To establish the nature of the calls and respond by giving direct information or by interacting between the caller and the appropriate service unit or external agency, working to agreed quality standards and Service Level Agreements.</p> <p>4.To take ownership of calls and ensure that outstanding tasks are followed up and dealt with to the satisfaction of the customer and NCC</p> <p>5.To deliver a customer-focused service which reflects the standards set out in the Council" "Customer Service Code of Practice" and individual Service Level Agreements.</p> <p>1.To effectively handle inbound and outbound telephone calls and e-mails from members of the public, service users, internal departments</p>	<p>Key Accountabilities</p> <p>i) Training:</p> <p>You will keep under review your own development needs and keep yourself informed of current issues within the context of the "Corporate Training and Development Policy".</p> <p>Where appropriate, you will contribute towards the Corporate & Departmental objectives by participation in intra- and inter-departmental working teams.</p> <p>ii) Health & Safety:</p> <p>You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health & Safety legislation, and Authority and Departmental Codes of Practice and Procedures.</p> <p>You will exercise proper care in handling, operating and</p> <p>i) Training:</p>	

<p>and representatives of other agencies, and provide a prompt, high quality response to their enquiry/query.</p> <p>2.To liaise with other service units to ensure effective service delivery.</p> <p>3.To establish the nature of the calls and respond by giving direct information or by interacting between the caller and the appropriate service unit or external agency, working to agreed quality standards and Service Level Agreements.</p> <p>4.To take ownership of calls and ensure that outstanding tasks are followed up and dealt with to the satisfaction of the customer and NCC</p> <p>5.To deliver a customer-focused service which reflects the standards set out in the Council" "Customer Service Code of Practice" and individual Service Level Agreements.</p> <p>6.To assist with the delivery of staff training, offering advice and guidance as required.</p> <p>7.To keep abreast of service developments and organisational changes in order to provide accurate information and advice.</p> <p>8.To ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information, which may become known to you in the course of your work.</p> <p>9.To maintain accurate up-to-date records in accordance with the Data Protection Act, ensuring data is stored accurately to enable the production of statistical and management reports as required.</p> <p>10.To uphold the Customer Service Centre team charter at all times and work professionally in accordance with the County Council's policies, procedures, standing orders and financial regulations.</p>	<p>You will keep under review your own development needs and keep yourself informed of current issues within the context of the "Corporate Training and Development Policy".</p> <p>Where appropriate, you will contribute towards the Corporate & Departmental objectives by participation in intra- and inter-departmental working teams.</p> <p>ii) Health & Safety:</p> <p>You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health & Safety legislation, and Authority and Departmental Codes of Practice and Procedures.</p> <p>You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the County Council or provided or issued by a third party for individual or collective use in the performance of your duties.</p> <p>iii) Equal Opportunities:</p> <p>Within resource constraints, you will ensure that you promote and deliver fair, sensitive and quality services to ALL existing and potential users of Nottinghamshire County Council.</p> <p>iv) Customer Care:</p> <p>Within resource constraints, you will promote and deliver services in a way which is sensitive and responsive to those receiving such services, and be aware of and implement the County Council's customer care policies.</p> <p>v) Environmental:</p>
---	--

11.To provide appropriate support in contingency or civil emergencies as requested (including if necessary 24 hour call-out duties)

12.Any other duties that correspond reasonably to the general character of the post and are commensurate with its level of responsibility.

You will work in accordance with the County Council's green policies and established office and work practices.

vi) Technology:

In accordance with "The Introduction of New Technology Agreement", you will work with computers, new technology and associated systems as required.

Other Duties:

1. This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general area of responsibility and grade of post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Hours: 37 hours (hours within 8am – 8pm Monday to Friday and some Saturday mornings)

The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Tier 7 - Frontline Roles

Education and Knowledge

1. Educated to GCSE level or equivalent (or appropriate experience)

Experience

6. Experience of providing quality customer service, information or advice by telephone or face to face and previous employment in a call/customer service centre role.
7. Working knowledge of call/customer service centre technology
8. Knowledge of County Council Services and Public Services
9. Understanding of Data protection and confidentiality principles
10. Ability to communicate effectively with people at different levels using all access channels
11. Good verbal and written communication skills
12. Ability to understand and implement the Council's Equal Opportunities policies
13. Well developed listening skills and the ability to assimilate information
14. Proven ability in capturing, storing and accurately retrieving information to meet customer needs
15. Ability to establish, maintain and develop effective working relationships with customers, delivery partners and colleagues
16. Ability to utilise information and communications technology to access and communicate information
17. Ability to remain calm and tactful in dealing with colleagues/customers

Personal skills and general competencies

2. Puts into practice the Council's commitment to excellent customer care.
3. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
4. Works well with colleagues but also able to work on their own initiative.
5. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration

- 18. Good keyboard skills
- 19. Must have a Flexible attitude
- 20. Empathy with and commitment to Council service users/citizens
- 21. Understanding of and commitment to Council policies relating to; Equal opportunities and diversity; Customer care; Health & safety
- 22. Commitment to delivering a high standard of customer service
- 23. Commitment to improvement in service delivery capable of working as a team member.
- 24. Willingness to learn and develop in terms of personal and technical knowledge

Role Dimensions

- 25. Effective coaching and interpersonal skills
- 26. Ability to communicate effectively with people at different levels using all access channels
- 27. Proven ability in capturing, storing and accurately retrieving information to meet customer needs and to effectively respond to escalated customer enquiries
- 28. No financial responsibility
- 29. Work as part of a team – no direct reports

Please attach a structure chart

Date