

Customer Service Advisor

Grade 6

About the Service

We are a people business – excellent customer insight and experience needs to be at the heart of everything we do. Customers today have high expectations; their experience of using council services should not be second rate. We aim to meet customer needs by giving consistent information, advice and support at their convenience. Our customer model is built on the following principles:

- A service that offers ease of access and intuitive navigation
- Consistent and high quality contact management
- A service driven by customer insight and demand analysis
- A service that is delivered through appropriate delivery channels
- A service which has resilience and scale
- A service that is efficiently delivered

About the Role

Contribute to the effective and efficient running of the Customer Service Centre Team by providing a seamless service to our customers and positively contributing to the image of Staffordshire County Council. We ensure a common approach across all access channels and deliver a consistent high quality standard throughout Customer Services.

Reporting Relationships

Responsible to: Customer Service Team Leader

Responsible for: N/A

Key Accountabilities:

- Provide the first point of contact for customer enquiries into Staffordshire County Council, and handle these in an appropriate and customer focused way via a range of access channels to include but not limited to telephone, face to face, text, email and written.

- Ensure that customer interactions are dealt with efficiently and appropriately and where appropriate resolved at first contact or signposted to the appropriate service to the satisfaction of the customer and within Staffordshire County Council policies and procedures. Where necessary liaise with colleagues, and escalate to more senior members of staff and other departments in order to resolve customer enquiries.
- To resolve complaints, including those of a more complex nature, which are within the scope of the post's responsibility and adhering to the Corporate Complaints Procedure and where necessary, escalating to more senior members of staff and other departments
- Communicate effectively within the team, and with other teams and across Staffordshire County Council.
- Acquire, maintain and apply a thorough knowledge of the service areas in order to respond effectively to enquiries.
- Identify when customer contact needs to be escalated to senior members of staff and ensure the handover is carried out smoothly and effectively.
- Ensure adherence to the requirements under the Data Protection Act and comply with measures to protect the confidentiality of information in accordance with Council policies and procedures.
- Record all customer contacts and requests for services using the relevant CRM system or other such systems to ensure that information stored is current and accurate.
- Complete administrative duties, responding to customers via email, text, letter, sending out application forms and carrying out call-backs.
- Receive payments on behalf of Staffordshire County Council following security, accounting and GDPR procedures.

- Provide coaching and mentoring support to members of the team on relevant systems and procedures and assist with more complex enquiries.
- Contribute ideas and suggestions to the development, documentation and use of the systems and procedures to ensure the efficient operation of the team and enhance the effectiveness of performance and customer service.
- Comply with health and safety responsibilities contained within this role, as outlined in the Directorate's Health and Safety Manual.
- Deliver the County Council's Equality for all Policy relevant to the area of work.
- Undertake further training as and when required.
- Operate within Staffordshire County Council's and team policies, regulations and procedures in relation to all activities.
- To undertake such other duties as may be allocated from time to time in accordance with the general nature and grading of the post.

Person Specification

Qualifications/Professional membership

- GCSE level or equivalent
- NVQ Level 3 in Customer Services or equivalent in a similar role that may be deemed to have brought the post holder to a comparable level of attainment.

Knowledge and Experience

- Ability to understand and follow policies and procedures and work within agreed guidelines
- Effective communication skills
- Experience of working in a Contact Centre and dealing with members of the public.
- Flexibility to cope with varying deadlines
- Experience of working in a multi team environment
- IT Literate with proven ability Microsoft products and CRM systems
- Ability to work as part of a team
- Experience of coaching others
- Provide support and knowledge to less senior members of the team
- Proven experience of working in a busy demanding Environment
- Ability to get on with people and deal with difficult and emotive situations calmly

Skills

- Enthusiastic approach, particularly in relation to the development of skills, and willingness to undertake additional training as required
- Enthusiastic about providing excellent customer services and making a difference to customers and meeting their needs
- Excellent interpersonal and communication skills at all levels including internal and external customers
- Ability to work under own initiative
- Ability to adapt to change in a fast paced environment
- Enthusiastic and professional attitude
- Positive attitude

This post is designated as a Casual Car user

Job ID: 80060254/G06/CAS



**The content of this Job Description and Person Specification
will be reviewed on a regular basis.**