

Customer Services Supervisor Grade 7

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

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.

About the Role

Reporting Relationships

Responsible to: Customer Services Team Leader

Responsible for: N/A

Key Accountabilities:

1. 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 (telephone, text, email, written and face to face). Ensuring 90% of enquiries are answered at first contact with the customer

2. 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
3. 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.
4. Communicate effectively within the team, and with other teams and across Staffordshire County Council.
5. Acquire, maintain and apply a thorough knowledge of all service areas delivered by the Customer Services team in order to respond effectively to enquiries from customers, colleagues and stakeholders.
6. Identify when customer contact needs to be escalated to senior members of staff and ensure the handover is carried out smoothly and effectively.
7. 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.
8. Record all initial customer contacts and requests for services, bookings, appointments, referrals etc, using CRM and other I.T. systems.
9. Complete administrative duties, responding to customers via email, text, letter, sending out application forms and carrying out call-backs.
10. Provide support, coaching and mentoring to members of the team and provide cover as directed
11. Provide formal training on systems and procedures
12. Facilitate training and induction of new employees
13. Assist in implementation of new services into the Customer Service Centre
14. Act as liaison officer with Service Areas in Staffordshire County Council
15. Supervise Customer Service Advisors, conduct one to one meetings and the return-to-work interviews and supervise daily work tasks
16. 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.

17. Provide cover for the on-call service
18. Comply with health and safety responsibilities contained within this role, as outlined in the Directorate's Health and Safety Manual.
19. Deliver the County Council's Equality for all Policy relevant to the area of work.
20. Undertake further training as and when required.
21. Operate within Staffordshire County Council's and team policies, regulations and procedures in relation to all activities.
22. 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 Supervision or equivalent or experience in a supervisory role that may be deemed to have brought the post holder to a comparable level of attainment.
- NVQ Level 3 in Customer Service or equivalent or experience in a supervisory role that may be deemed to have brought the post holder to a comparable level of attainment.

Knowledge and Experience

- Demonstrable experience of a Supervisory Role
- Considerable experience of working in a Contact Centre environment
- Ability to understand and follow policies and procedures and work within agreed guidelines
- Effective communication skills
Ability to present and deliver information to varying audiences
- Experience in dealing with members of the public and attention to Customer Care
- 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 and supporting others
- Proven experience of working in a busy demanding environment
- Ability to get on with people and deal with and diffuse 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
- Self-motivated and ability to work under own initiative and provide
- Ability to adapt and promote change in a fast-paced environment
- Enthusiastic and professional attitude and image
- Positive attitude

**This post is designated as a casual Car user
The content of this Job Description and Person Specification will be
reviewed on a regular basis.**