

# Customer Services Assistant

## Grade 4

### 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 Supervisor

**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.
- 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.
- 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.
- Receive payments on behalf of Staffordshire County Council following security, accounting and GDPR procedures.
- Complete administrative duties, responding to customers via email, text, letter, sending out application forms and carrying out call-backs.
- 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 2 in Customer Services or equivalent or experience 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
- Experience of working in a multi team environment
- IT Literate with proven ability in Microsoft products and CRM systems
- Ability to work as part of a 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
- 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 and image
- Positive attitude
- Time management

This role is designated as a Car user

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