

JOB DESCRIPTION



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

JOB TITLE: Customer Service Advisor

REFERENCE NO: RES252

SALARY SCALE: Scale 2 (scp 4-5) £24,404 to £24,790 per annum pro rata

HOURS OF WORK: 20 Hours Per Week (Mon – Friday afternoons)

POST NO: E176

SERVICE AREA: Contact Centre

RESPONSIBLE TO: Customer Services Supervisor

RESPONSIBLE FOR: -

JOB PURPOSE: To enable all customers to communicate with the Council and access services and information through first point of contact. To assist and advise customers on matters relating to council services and functions and contribute to the development of a customer focused culture within the Council.

KEY RESULT AREAS:

- To contribute to the overall Council's aims and objectives to deliver a customer focused quality service.
- To be the first point of contact for all customers visiting the Council Offices.
- To practice and promote effective communications, both within the Council and externally and adopt a corporate, co-ordinated and co-operative approach to working.
- To assist and advise customers on all matters relating to a wide range of services and functions, including those of the Council and any other organisations with whom the Council is working in partnership within the Customer Services environment.
- To ensure that the Councils Customer Services function operates efficiently and that all calls and face to face enquiries/queries/complaints are handled in a polite and courteous manner in possibly difficult and abusive situations.

To maintain a high level of confidentiality, adhering to the requirements of legislation of Council policies and procedures.

- To take responsibility for resolving queries or completing actions arising from customer enquiries.

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- To make appointments for a range of Council services e.g interview, benefits assessment, taxis, healthy lifestyle assessments.
- To refer customers, where necessary, to appropriate colleagues or service units, ensuring relevant information is transferred efficiently.
- To identify and assign queries to appropriate colleagues in Council departments for resolution where necessary.
- To promote a positive and professional image of the Council.
- To keep up to date on Council policy decisions and activities and be fully conversant with relevant legislation, information leaflets and application forms for services available to customers.
- To undertake general administrative duties maintaining the customer services area with leaflets, forms and publicity materials and arrange for these to be distributed in response to enquiries.
- To undertake any training identified and mentoring colleagues as appropriate, in order to maintain and improve the high level of service.
- To deal with colleagues openly and fairly at all times and support mutual respect within teams.
- To effectively use the Customer Relationship Management System and other relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information.
- To ensure that all procedures carried out and information given to the public is in accordance with the current legislation, regulations and Council policy, with particular emphasis on customer care.
- To take cash and card payments from customers either face-to-face or over the telephone.
- To be responsible for ensuring the data quality of all information related to the duties of the post.
- To adhere to the Council's policies including equal opportunities and health and safety.
- Such other duties of a similar responsibility level as may be allocated to the post from time to time.

Signed

Date

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Name (Print)

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PERSON SPECIFICATION

| ESSENTIAL | DESIRABLE | TO BE IDENTIFIED BY |
|--|---|--------------------------------|
| Qualifications | | |
| Good standard of literacy and numeracy. | | Application Form/ Interview |
| | NVQ Customer Service Level 2 or equivalent. | Application Form/ Interview |
| | ECDL or equivalent. | Application Form/ Interview |
| Experience | | |
| Experience of working in a customer focussed role. | | Application Form/ Interview |
| Experience of computer based systems and keyboard skills. | | Application Form/ Interview |
| Problem solving on behalf of customers. | | Application Form/ Interview |
| | Experience of taking cash and card payments in person and by telephone. | Application Form/ Interview |
| | Experience of working in a modern office environment. | Application Form/ Interview |
| | Working in a highly pressurised environment. | Application Form/ Interview |
| Skills/Knowledge | | |
| Ability to communicate with people at all levels in a polite and courteous manner. | | Application Form/ Interview |
| Ability to prioritise work, meet deadlines and work on own initiative. | | Application Form/ Interview |
| Works as part of a team. | | Application Form/ Interview |
| Competent numeracy and literacy skills. | | Application Form/ Interview |

| ESSENTIAL | DESIRABLE | TO BE IDENTIFIED BY |
|---|--|--------------------------------|
| Skills/Knowledge | | |
| Ability to deal effectively and professionally with both internal and external customers' complaints. | | Application Form/ Interview |
| To have a calm and methodical manner. | | Application Form/ Interview |
| Input and accurately maintain computerised records. | | Application Form/ Interview |
| Ability to respect confidentiality at all times. | | Application Form/ Interview |
| Willingness to learn, adapt to new situations and be motivated. | | Application Form/ Interview |
| To deal sympathetically with distressed, confused or irate customers. | | Application Form/ Interview |
| Well developed listening skills with the ability to capture, store and retrieve the relevant information for the customers needs. | | Application Form/ Interview |
| | An understanding of local government services. | Application Form/ Interview |
| Additional | | |
| Commitment to customer care and equal opportunities. | | Application Form/ Interview |
| Commitment to the principles of public service and local democracy. | | Application Form/ Interview |