

JOB DESCRIPTION

JOB TITLE	Customer Service Advisor
GRADE	Band F
REPORTING TO	Customer Service Team Leader
JD REF	CS&CE0059G

PURPOSE

Provide advice and assistance to the public on a wide range of council services and signpost to partner organisations at multiple sites across Wirral and via the Call Centre.

MAIN DUTIES AND RESPONSIBILITIES

1. Provide information, advice and guidance focused on council services and targeted at those customers who are unable to use alternative delivery channels such as self-service.
2. Undertake work in support of this provision, including the use of relevant systems, referring to and liaising with relevant sections, departments or other agencies as required.
3. Adopt a 'right first time' approach, viewing customer needs holistically and promoting customer independence.
4. Assist members of the public in the completion of forms and service requests, verify supporting documentation and ensure the forms are fully and accurately completed.
5. Produce reports of work undertaken as and when required.
6. Deal with all complaints in line with the Authorities Complaints Procedure.

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

Qualifications

- Numeracy and literacy to NVQ level 3 or equivalent.

Knowledge and skills

- The ability to converse with members of the public and provide advice in accurate spoken English.
- Ability to demonstrate commitment and enthusiasm to the provision of a high-quality customer-oriented service.

- Competent in working with and utilising ICT systems with the ability to process information from multiple databases to generate solutions on customer's behalf.
- Ability to communicate effectively with colleagues/other agencies and customers.
- Good interpersonal skills and ability to be an empathetic listener with proven negotiation and influencing skills.

Experience

- Proven experience of giving information/advice on complex welfare/and financial issues.
- Proven experience of working in a demanding customer service role dealing with the public on a day-to-day basis.
- Proven experience of working within a team, supporting colleagues by sharing knowledge to optimise level of service delivered to customer.
- Evidence of a flexible approach to a variety of work and ability to use initiative.
- Evidence of participating in and embracing new and innovative ways of working in a changing environment.
- Ability to work flexibly in a demanding environment in a positive and productive manner.
- Identify, interpret and link problems affecting customers and generate solutions on their behalf.
- Understanding of the Equal Opportunities Policies and diversity issues and the application in a working environment.
- Proven negotiation and influencing skills.

DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

Qualifications

- Customer Services qualification or working towards equivalent qualification.

Knowledge and skills

- To assimilate knowledge of new processes, procedures and policy and use them in the workplace.
- To use initiative to prioritise workloads to meet customer demand and meet deadlines.
- Local community knowledge.
- Knowledge and understanding of local government and wider public sector.
- Use of ICT and associated applications e.g. Microsoft Office

Experience

- Dealing with difficult situations and conflict management training.

ADDITIONAL INFORMATION

Supporting/assisting the Development Officer in the design and facilitation of appropriate training to the customer services Team



Supporting and mentoring colleagues

Work outside of normal office hours and at any site as required.

As the public face of the council, present a positive personal image to the customer.

Ability to travel around the Borough as required.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Able to work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.

DATE OF APPROVAL: AUGUST 2021

APPROVED BY: VICKI LUNGLEY

