

JOB DESCRIPTION

JOB TITLE	Customer Service Advisor (Level 3)
GRADE	Band F
REPORTING TO	Team Leader
JD REF	CS&CE0059G

PURPOSE

To 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. Interact with service-users utilising various channels of communication as dictated by the circumstances and the business including, but not limited to Phone Calls, Video Chat, Web Chat and Face to Face.
6. Produce reports of work undertaken as and when required.
7. 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.
- *Desirable - Customer Services qualification or working towards equivalent qualification.*

Knowledge and skills

- The ability to converse with members of the public and provide advice in accurate spoken English using various channels of communication as dictated by the circumstances and the business including, but not limited to Phone Calls, Video Chat, Web Chat and Face to Face.
- 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 utilise emerging technology to ensure that the customer journey is effective and efficient
- 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.
- *Desirable*
- *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

- 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.
- Contributing to the effective development of service provision.
- *Desirable - 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
- As the public face of the council, present a positive personal image to the customer.
- Ability to travel across the Borough and work from various locations.
- Work hybrid, with a flexible working approach to accommodate service needs.
- Identify, interpret and link problems affecting customers and generate solutions on their behalf.
- On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Simon Cuerden & Interim Professional Lead for Customer Services

Date Of Approval: 21/02/2025

