

Job Description

Customer Service Advisor (Temporary)

Department	Customer Operations and Transformation
Reports to	Customer Service Hub Leader
Hours of Work	37 hours per week
Grade	E

Job Purpose: To provide an excellent service to all customers contacting the Council, both externally and internally.

Main Duties and Responsibilities

The purpose of the role is to provide excellent service to all customers contacting the Council, both externally and internally. Customer Service Advisors should ensure as many enquiries as possible are resolved at the first point of contact to maximise customer satisfaction. All enquiries must be processed to the required performance standards (including statutory) complying with General Data Protection Regulation, the Freedom of Information Act and the Council's requirements on confidentiality.

- Proactively respond to and resolve, in a timely and courteous way, a wide range of service queries by telephone, email or text message, face to face, webchat or in writing. Take responsibility for obtaining all information necessary to process or resolve a query, only escalating it to others where this is necessary.
- Help the team meet the Council's customer service standards. Always use the appropriate greeting, including name, and ensure that a positive image of the Council is provided.
- Where necessary, put the customer in contact with appropriate colleagues or departments, ensuring required information is transferred efficiently.
- Provide information to customers using a range of council systems including the Customer Relationship Management (CRM) System, other database systems and the Council's intranet/internet sites.
- Update customers on the progress of their enquiries or service requests.
- Record all customer contacts and requests for services, information, appointments etc. using CRM and other appointment systems.
- Maintain accurate computerised information systems by inputting, updating and extracting data.
- Process customer requests to pay for Council services in person, by telephone, email, in writing or electronically, using web-enabled services. Payments may be made by credit/debit card.
- Proactively resolve complaints recording them on the CRM database and advising customers of applicable complaints procedures.
- Arrange for customers to receive general information leaflets/packs, application forms and other general documents as required.
- Complete document scanning as and when requested including the validation of documents.
- Participate in Council projects as and when necessary, e.g. involvement in changing processes and service improvement or undertaking customer satisfaction and performance monitoring surveys.

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- Attend and participate in team and departmental meetings as required, supporting colleagues and sharing information appropriately.
- Be willing to learn new systems and services as required.
- The post holder will take a flexible approach to changing patterns of work and will carry out any other reasonable customer service duties within the Customer Services department with appropriate support and guidance.
- To undertake any other duties as may be required within the overall purpose of the job.
- To actively assist in the identification and introduction of new systems and techniques to improve the way the council works and to generate efficiencies.
- To be involved, as appropriate in the event of emergency situations occurring within the Borough.
- Undertake any other duties as might reasonable be requested within the experience and qualifications of the post-holder, to ensure the most effective and efficient use of staff to meet corporate and service objectives. This may include project team and other cross unit working, involving the assignment of the post holder outside of their principle area of work, where suitably qualified and experienced, subject to agreement between the manager and the post holder.

Health and Safety

- To acquaint themselves with the Council's Health and Safety Policy and to ensure that it is practiced at all times.
- To ensure any equipment, device or clothing provided by the Council intended to safeguard employees against risk of injury or ill health is kept in such a manner as to ensure its effectiveness.
- To report all accidents, dangerous occurrences and near misses to the person who is immediately senior to them or to the person to whom they normally report.
- To co-operate with the Council in meeting its statutory obligations with regard to Health and Safety at Work Legislation.

General:

- To adhere to the Council's policies on disciplinary and equal opportunities.
- To co-operate with and support corporate procedures and initiatives, including appraisal and staff training and development.
- To contribute, throughout your work, to the promotion of the Authority and the furtherance of the Section's Aims and Objectives.
- To, at all times, treat customers and colleagues with politeness, respect and consideration and promote customer care throughout the authority.

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Person Specification

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Strength	In this role it is important that an employee
Allerdale Ambassador Promoting, protecting and building our great reputation. Positive mind-set about working at Allerdale. Securing sustainable success.	Demonstrates passion and pride. Positive attitude takes personal responsibility for all council. Actively promotes and acts on feedback. Promotes Allerdale. Challenges others.
Personal Responsibility Taking ownership and accountability. Delivering on promises. Ensuring high quality, flexible and versatile services that do the right thing first time.	Gets it right first time. Takes responsibility for delivery. Focused approach. Uses the vision to inform daily activity and delivery of role. Develops self and others Owns mistakes and issues. Seeks solution involving team/others Communicates well. Communicates a compelling vision. Is transparent and honest. Works collaboratively.
Thinking Differently / Innovation Working creatively, thinking ahead and driving change. Providing a positive challenge.	Open minded, positive and receptive to change. Challenges own thinking. Identifies new opportunities. Makes change happen. Has the confidence to question.
Valuing Colleagues Working collaboratively with all colleagues, sharing best practice and knowledge.	Shows appreciation. Friendly, approachable, considerate and enthusiastic. Creates a positive and inclusive work environment. Builds trust. Considers behaviour and impact. Role model of collaborative and respectful working. Celebrates success.
Business Minded Using insight, information and experience to understand our business and drive sustainable and competitive services through effective performance management	Has interest and knowledge about Allerdale. Delivers on time to agreed targets. Accurate and efficient. Understands bigger picture.
Professional Expertise and Knowledge Providing expertise to drive and consultation and capability to ensure sustainability.	Maintains professional knowledge as required. Approachable and accessible. Provides meaningful guidance. Provides opportunities for others CPD. Is proactive in assessing any CPD gaps. Acts as mentor and champion.
Resilience and Challenge Maintaining and building rapport, being calm when faced with challenge.	Confident in applying processes and procedures. Knows when to use conviction. Positively accepts criticism and challenge. Challenges colleagues assertively face to face. Is optimistic during uncertainty. Actively seeks feedback and challenge.

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Process Management Building credibility and trust to reach the right robust decision.	Accurate and consistent in applying processes. Works at appropriate pace. Has attention to detail. Deals positively with conflicting priorities. Builds credibility and trust in the service through consistent and accurate information. Challenges and removes processes that don't work.
Customer Understanding Going the extra mile, understanding customer needs and building a genuine relationship	Approachable, calm and shows genuine care and empathy. Actively listens. Takes responsibility. Adapts behaviour and language to the situation. Engages well with customers at all levels. Inquisitive about customer needs. Continuously reviews service. Helps team prioritise.
Member Engagement and Management Appreciates and understands the role of Members. Understanding differing needs and agendas.	Appreciates and understands the role of Members and the process. Understands the link between policy and service delivery. Manages members expectations
Verbal Reasoning Ability	Competent at using and understanding written information
Numerical Reasoning Ability	Competent at using and understanding numerical data information
Role Requirements	Essential / Desirable criteria
Job Related Skills and Experience	
Excellent organisational skills	D
Excellent interpersonal skills	E
Excellent keyboard skills	E
Problem solving skills	D
Ability to acquire detailed legislative knowledge and understanding of all services	E
Ability to acquire a working knowledge of the Customer Service Centre technology	E
Motivated by success and working as a team player	E
Self-motivated and willing to undergo further training	E
Experience of working in a busy frontline service	E
Experience of dealing with challenging customers	E
Willing to champion change and promote improvements in services to our customers	E
A flexible approach to working hours	E
Qualifications and Education	
GCSEs in Mathematics and English grade A to C or equivalent	D
NVQ level 2 in Customer Service	D
Computer literate	E
Driving Licence	E