



JOB PROFILE

SERVICE AREA	Customer Service
JOB TITLE	Customer Contact Advisor
POST NUMBER	N/A
GRADE	D
RESPONSIBLE TO	Customer Contact Supervisor
KEY LIAISON WITH	All service areas and external stakeholders, including residents, tenants and businesses.
JOB PURPOSE	To handle a variety of customer contact channels, offering an excellent first point of contact to our customers.
JOB PROFILE LAST REVIEWED	May 2021

KEY CORPORATE ACCOUNTABILITIES	
1.	To work with colleagues to achieve service plan objectives/targets.
2.	To participate in the One2One performance review process and contribute to the identification of your own and team development needs
3.	To actively promote the Council's Equal Opportunity Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination taking place.
4.	To ensure full compliance with the Health and Safety at Work Act 1974 etc., the Council's Health and Safety Policy and all locally agreed safe methods of work.
5.	To fully understand and be aware of the commitment to Section 17 'Duty of the Crime and Disorder Act 1998 to prevent crime and disorder'.
6.	At the discretion of the Head of Service, such other activities as may from time to time may be agreed consistent with the nature of the job described above.



KEY SERVICE RELATED ACCOUNTABILITIES

1. Resolve queries and advise customers on a wide range of Council services via multiple channels including: telephone, face to face, text message, email and social media. You will follow up the commitments you make to the customer and act upon them in a timely manner and in line with their expectations.
2. To represent and champion the Customer Contact Service throughout the Council.
3. To build relationships with customers inspiring their trust in both you and the Council.
4. Maintain up to date knowledge and understanding of Council services and systems used within the Customer Contact Service.
5. To proactively seek out and resolve potential issues before they arise, escalating more complex issues as appropriate.
6. To recommend service improvement opportunities both within the Customer Contact Service and the wider Council.
7. Where appropriate, promote and encourage lower cost contact channels including online self-service and email.
8. Using the Council's customer relationship management system, maintain and update customer records ensuring accurate and relevant information is captured.
9. Process customer payments.
10. Undertake administration tasks as required including the production of correspondence and documentation.
11. Apply appropriate and effective communication techniques when dealing with customer contacts including diffusing conflict and managing sensitive situations.
12. The recording of customer feedback including compliments, comments and complaints.



PERSON SPECIFICATION

JOB TITLE: Customer Contact Advisor

DEPARTMENT: Customer Service

Information for Applicants: The Person Specification provides an outline of the experience, skills and abilities we expect the Successful Applicant to possess. You should match your own skills, experience, and abilities to those listed below. Tell us in what way you have carried out the criteria asked for. **Disabled people will be offered an interview where they meet the Essential Criteria alone**

Method of Testing

1 = Application Form 2 = Interview 3 = Assessment Tests

Weighting of Criterion

1 = Low Importance 2 = Medium Importance 3 = High Importance

<u>Key Competencies and Behaviours</u>	How Measured 1 - 3	Weighting of Criterion 1 - 3
1. Skills and Abilities – Essential		
• GCSE in English and Maths Grade A-C or equivalent.	1	3
• Practical knowledge and experience of using Microsoft Office packages.	1, 2, 3	3
1. Skills and Abilities – Desirable		
• Ability to deal with customers holistically, providing a 'tell us once' approach, resolving multiple queries in one interaction.	1, 2	2
• Ability to actively listen and use appropriate questioning skills to elicit required information.	1, 2	2
• Ability to adapt your style to meet the needs of the individual, particularly for sensitive situations and aggrieved people.	1, 2	2
• Ability to communicate complex information professionally, effectively and concisely at all levels, including verbally and in writing.	1, 3	3



<u>Key Competencies and Behaviours</u>	How Measured 1 - 3	Weighting of Criterion 1 - 3
2. Special Knowledge – Desirable		
<ul style="list-style-type: none"> General knowledge of services offered by the Local Authority. 	1, 2	1
3. Experience – Essential		
<ul style="list-style-type: none"> Experience of working within a team, preferably in a customer focused environment. 	1, 2	3
<ul style="list-style-type: none"> Experience of providing a high-quality customer-orientated service to a range of customers. 	1, 2	3
3. Experience - Desirable		
<ul style="list-style-type: none"> Experience with dedicated Customer Services IT systems such as Orchard, Uniform and Civica. 	1, 2	1
<ul style="list-style-type: none"> Experience of dealing with sensitive and confidential information. 	1, 2	2
4. Other Requirements – Essential		
<ul style="list-style-type: none"> You are assertive and confident and use your own initiative to solve problems. 	1, 2, 3	3
<ul style="list-style-type: none"> You have a desire to continuously learn and develop. 	1, 2	2
4. Other Requirements – Desirable		
<ul style="list-style-type: none"> You are highly organised yet flexible to meet unforeseen demands. 	1, 2	2
<ul style="list-style-type: none"> You are passionate about people and committed to going the extra mile for every person you meet. 	1, 2	2
5. Equality – Essential		
<ul style="list-style-type: none"> An understanding of Equal Opportunities within the workplace. 	1, 2	3