Role Profile and Specification – Customer Services Advisor

Service Area	Customer Services
Role Title	Customer Services Advisor
Location	Oxted/Agile
Reports to	Customer Services Team Leader
Salary/Grade	TA1
Duration/Hours	22.2 hours per week

Service Area Purpose

The Customer Services team provides a professional and efficient service to external customer and Elected Members. The team is multi-skilled and has a broad range of skills and a comprehensive knowledge of Council services to support customers and enable them to access services across a range of different channels. This includes receiving enquiries by email, face to face and telephone to the Council's Customer service team.

Drawing on call scripts, single customer records and workflow technology, the purpose of the team is to enable the most effective customer journey by:

- resolving a significant proportion of customer queries at the first point of contact or routing them to the right team
- providing accurate advice and guidance
- supporting access to channels across multiple channels
- promoting self-service and sign posting additional services both internally and externally

Specific Responsibilities

- To process customer enquiries and issues effectively using good practice guidance, policies and procedures and understand when to consult with others, including Specialists.
- To be the first point of contact for all customers to the Council across email, face to face, telephone and correspondence.
- To provide information, take payments, book appointments and resolve requests for services across a range of functional areas.

- To efficiently and effectively use the Customer Services technologies such as Customer Relationship Management (CRM) systems to record and maintain customer details and take appropriate action.
- To support customers in the resolution of interactions online and promote self-service.
- To maintain general service knowledge ensuring that information provided to the customer is accurate and up to date and delivered in a consistent format.
- To monitor and assess personal performance against targets, seeking support as necessary in order to deliver Customer Service key performance indicators (KPI's)
- To provide general administration tasks and post room duties

Person specification

Qualifications / Education

Essential	Desirable
• General standard of literacy and/or numeracy required.	• Good standard of general education and/or equivalent experience

Experience

Desirable
• Experience of working in a customer service or contact centre operation.

Key Skills and Knowledge

Essential	Desirable

• Proactive with commitment to provision of excellent customer service.
• Good written and verbal communication skills.
• Numerate.
• Accuracy and attention to detail.
• Well organised and methodical.
• Team worker with ability to work on own initiative.
• Resourceful and flexible in approach.
• Able to perform efficiently and effectively under pressure.
• Understanding of one or more of the following:
  ○ Maintenance of databases
  ○ Validating and processing cases e.g. applications,
	• Able to review processes and recommend better ways of working.
	• Proficient in using technology
	• Able to apply key skills across multiple processes and cases across a directorate.
	• Purchasing/ procurement administration.
	• Knowledge and understanding of relevant processes.

complaints, service requests, reports ○ Analysing and processing information for reporting. • Problem solving and decision making by application of readily understood procedures/techniques • Proficient in MS Office. • Understanding of the broad requirements of the data protection principles • A commitment to equality and diversity	