



Customer Service Officer (Contact Centre)

Reports to:	Customer Service Team Leader		
Department:	Resident Services (Contact Centre)	Grade:	Scale 5-6 (linked grade)
DBS Status:	Basic	Politically restricted:	No

Job Purpose:

1. To provide customers and other stakeholders, first contact resolution for up to six service area enquiry types via phone, email, webchat and social media channels. These may include: Recycling and Waste, Switchboard, Children and Families Information Service, Environmental Health and Protection, Housing Benefit/Council Tax Support, and Environment and Protection amongst others.
2. To provide a prompt, efficient and professional service and always demonstrate the highest standards of customer care.
3. To carry out all duties in accordance with relevant Council and Customer Service policies, procedures and standards to ensure the delivery of excellent services to customers and stakeholders.

Due to the changing nature of the service, this job description serves as a framework to outline the main areas of responsibility and it will inevitably change. The post holder will be required to have a flexible approach to working patterns and schedules. The post holder may also be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by the management team.

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Overall Description

The role involves managing a broad range of internal and external relationships, including directors, senior managers, elected members, and various public, private, and voluntary sector partners.

It requires developing strong partnerships, leading a high-performance team, and taking a key role in the development of council services.

The position operates within a framework set by the CEO and Council but allows considerable autonomy in shaping services. The role also leads on policy development, ensures compliance with new legislation, and upholds high professional standards.

The position is expected to be part of the Councils' emergency planning and resilience arrangement, including being on call Gold/Silver, and to demonstrate a commitment to embedding ownership throughout of this being everybody's business.

The postholder must conduct the duties in compliance with the Best Value Duty as set out in the Local Government Act 1999.

Job specific roles and responsibilities

Principal Accountabilities and Responsibilities:

At Scale 5

The post holder will carry out their role with a moderate degree of management support and quality assurance checks.

1. To provide a professional first point of contact and to work effectively and professionally with internal and external colleagues to resolve customer enquiries, complaints and transactions covering a range of up to **six** specialist Council services which may include: Recycling and Waste, Switchboard, Children and Families Information Service, Environmental Health and Environment and Protection, Housing Benefit/Council Tax Support and Planning/Building Control amongst others.
2. To take ownership and appropriate action to resolve enquiries within agreed levels of empowerment across a range of channels including phone, email, web chat and social media.
3. To promote, encourage, educate and support customers to confidently access services via alternative channels to reduce service demand and support channel migration.
4. To efficiently and effectively search, utilise and update a range of databases and IT systems accurately to resolve customer enquiries, award discounts, process payments, log complaints and handle transactions in accordance with protocols for data entry and compliance.
5. To respect and understand the individual needs of customers and arrange appropriate support in order to ensure fair and equal access to services, including necessary translations or interpretation skills.
6. To effectively manage challenging customer interactions with tact, diplomacy, sensitivity and empathy, with due regard for staff and customer safety.
7. To keep up to date with legislative, policy and procedural changes in order to deal effectively and efficiently with customer enquiries, complaints or transactions and to carry out duties with due regard to the Council's Customer Promise, Equality and Diversity, Information Governance, Data Protection and Health and Safety policies and procedures.
8. To work effectively both individually and as part of a team to ensure a quality service is provided to customers in a continually changing environment and to proactively share and contribute ideas to support continuous service improvement and departmental and service area objectives.
9. To be flexible and work within any team and any subject area in line with customer, organisational and specific specialist service needs.

Plus, at Scale 6:

At Scale 6, the post holder will carry out their duties with some independence and a minimal level of management support.

10. To take ownership and appropriate action to resolve **complex and detailed** enquiries within agreed levels of empowerment across a range of channels including phone, email, web chat and social media

11. To support more junior staff by sharing best practise and knowledge and to undertake any other duties commensurate with the general level of responsibility of this post.

Progression to Scale 6 is subject to management assessment of the officer's ability to perform the duties at the higher grade via the CSO progression criteria document.

Scale 5 & 6

12. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

13. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.

14. Undertake any other duties commensurate with the general level of responsibility of this post.

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.

Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Knowledge of providing a customer focussed advice, information, enquiry, transactions and complaints handling service covering a broad range of enquiry types.

Experience

2. Experience of providing a customer-focused service in a demanding, fast paced customer service environment including areas requiring the application of discretion or judgement.

3. Experience of effectively resolving enquiries covering a range of enquiry types delivered through channels including phone, email, web chat and social media.

Skills and Abilities (All criteria s essential)

Scale 5

4. Ability to effectively resolve complex customer enquiries, requests, complaints or transactions and deal with a high volume of customer contact via various access channels.

5. To deal politely, efficiently and courteously with a wide range of individuals, ensuring they feel supported, listened to, welcome and confident in the handling of their enquiry.

6. To deal sympathetically with distressed, agitated, confused or irate customers.

7. Ability to effectively listen and to interpret a range of different legislations and procedures and clearly explain the information to customers verbally and in writing.

8. The ability to relate to and understand the needs of a diverse range of people and to proactively seek solutions for their needs e.g. linguistic or disability.
9. Ability to adjust to a changing work environment and maintain awareness of service changes and developments across the Council.
10. Ability to effectively navigate and interpret a range of IT systems and applications to log, process and resolve customer enquiries and transactions.
11. Well organised, systematic and calm in approach, and able to work flexibly and effectively as part of a team by co-operating and supporting colleagues in the workplace.

Plus, at Scale 6

12. To carry out duties with a high degree of independence and accuracy with most decision-making being unaided, subject to the occasional need for policy or other guidance. Officers will be subject to a moderate level of quality assurance checks and a reduced degree of supervisory support.

Budget Responsibility and Overall Headcount N/A

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs