

# Rutland County Council

## Job Description

<b>Job Title:</b>	<b>Customer Service Advisor</b>
<b>Grade:</b>	<b>Scale 4 - £18,870 to £20,541</b>
<b>Department:</b>	<b>Resources</b>
<b>Team:</b>	<b>Customer Services</b>
<b>Line Manager:</b>	<b>Customer Services Team Leader</b>

### **Purpose of the Job:**

To provide a front line “one stop shop” service to members of the public telephoning, visiting and emailing the Council, aiming to resolve 80% of appropriate customer enquiries at the first point of contact.

### **Key responsibilities:**

- Provide accurate information, help and advice to customers, over the telephone, face to face, by e-mail, or via our website to resolve queries in a professional, efficient and sensitive manner. Use information from Council databases, back end systems, and our website to support this.
- Assist members of the public to utilise our website and other sources of publically available information to make service requests and retrieve information about Council services. Ensure printed material is available for customers to access.
- Record and maintain customer contact information accurately, and is processed in line with data protection regulations.
- Provide general and specific information and advice to Councillors, partners and external organisations, positively promoting the Council at all times
- Build and maintain positive working relationships with all Council departments to actively promote the role of the Customer Services team. Actively seek advice from other departments to enable “one stop” enquiry resolution, ensuring a responsive and effective service to members of the public. Act as an advocate to pursue service requests on behalf of the customer where appropriate.
- Identify and refer enquiries requiring further investigation by a professional officer or external agency sensitively and appropriately, ensuring urgent matters are dealt with immediately
- Process debit/credit card payments in line with the Council’s financial regulations



- Deal with complaints positively, swiftly and in accordance with the Council's complaints procedure

*This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post.*

## Person Specification

<b>Qualifications</b>	Qualified to Level 2/GCSE level of equivalent standard to include Maths and English
<b>Experience</b>	<p>Providing information and advice to the public in a Customer Services environment, over the telephone, face to face, email, and internet</p> <p>Update and extracting data from IT systems, and using these to retrieve information efficiently</p>
<b>Knowledge</b>	<p>Knowledge and understanding of Council services and relevant legislation/policies</p> <p>Knowledge and understanding of latest legislation regarding data protection and freedom of information</p>
<b>Skills</b>	<p>Numerate</p> <p>Team oriented</p> <p>Good communication and interpersonal skills to be able to deal with difficult situations/complex queries in a polite and sensitive way</p> <p>Able to use a range of IT systems, email, word and excel</p> <p>Able to enter information quickly and accurately</p> <p>Able to handle confidential information appropriately</p>
<b>Values</b>	<p>To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values</p> <p>Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice</p> <p>Flexible and adaptable approach to work tasks</p> <p>Willing to learn new information and develop skills</p> <p>Proactive and keen to use own initiative</p> <p>Embrace the need for continuous assessment and feedback to support service development and delivery</p>

