



Customer Services Advisor Customer Services

12 months Fixed Term Contract,
37 hours per week (part time hours considered)
Scale 4, Salary £19,554 - £21,166

Do you know what good customer services looks like? Do you want to help our Rutland customers? This could be the job for you!

Who you are... You have a positive drive for providing good quality customer service, and know how to deliver it. You understand the importance of helping customers access the information and services they need smoothly and quickly, and when you need to escalate queries to other colleagues to achieve the best outcome for customers. Remaining courteous and professional at all times, delivering a 'one-stop' service will be at the heart of your approach in what is often a busy and demanding environment.

What we need from you... Ideally with previous experience of working in a customer service team, you will bring excellent communication and interpersonal skills to this role, along with the ability to quickly interrogate systems and update information during customer contacts. As no two queries are the same, an adaptable personal style is essential, as is the ability to work as part of team that is at the core of the organisation. Full training will be given in a range of Council services to deliver an effective and efficient service to both internal and external customers.

What we offer in return... Work that makes a difference to people's lives within this beautiful county, in addition to structured salary reviews, local government pension scheme, discounted access to 'Active Rutland' keep fit activities and Flexi-Time to name just a few!

We act as 'One Council' in all we do, with each of us working together in the most effective way to meet the needs of our customers every day – if you share this ethos then we really want to hear from you...

What to do now... Please visit www.rutland.gov.uk for more information. For an informal discussion about the role please contact Andy Nix on 01572 758360 or email: anix@rutland.gov.uk.

The closing date for applications will be 18 September 2019 @ 23:59 and interviews will take place on 25 September 2019. Please follow the links to apply online or alternatively you can contact one of the HR team for an application pack, email: recruitment@rutland.gov.uk or call 01572 758291.

All recruitment correspondence, including interview details, will be sent out via email. If you require documentation/correspondence in an alternative format, please contact the HR team.

Rutland County Council is committed to Equality and Diversity and welcomes applications from all sections of the community.

Everyone at Rutland County Council has a responsibility for, and is committed to, safeguarding and promoting the welfare of Children, Young People and Vulnerable Adults and for ensuring that they are protected from harm.

