

Customer Service Advisor

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Job Description

Job Title Customer Service Advisor

Location Civic Offices

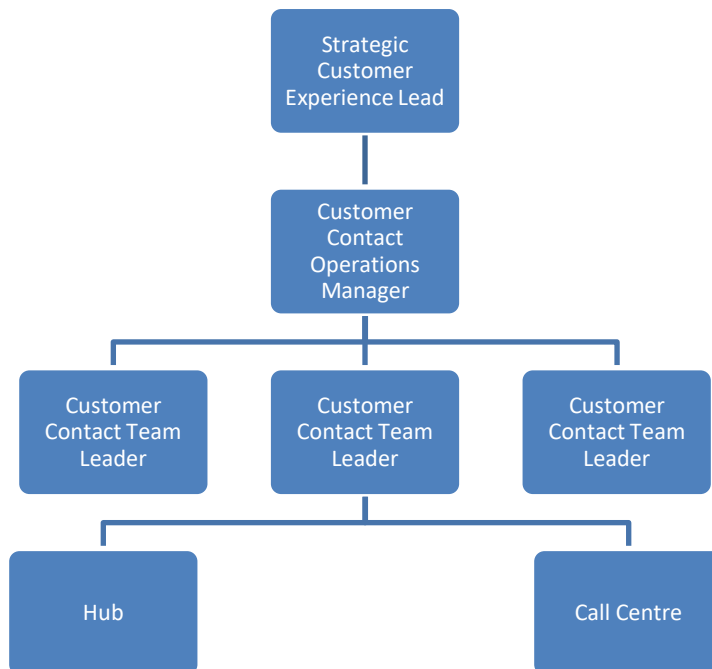
Grade/Salary Range RG3 - RG4 (SCP 8 - SCP 17)

Service/Directorate Customer Services/Directorate of Resources

Job Purpose

1. To provide a comprehensive, high quality customer focused service through the Call Centre, e-mail web, and to customers visiting in person to Reading Borough Council Offices, using the appropriate greeting, including name, to ensure that a positive image of the council is provided and that customer service standards are met. To process all enquiries to the required performance standards (including statutory) complying with the Data Protection Act, the Freedom of Information Act and the Council's requirements on confidentiality.

Designation of Post and Position within Departmental Structure



Main Duties and Responsibilities

RG3 above gateway

1. The ability to proactively and accurately respond to and resolve, in a timely and courteous way, a wide range of queries within the customer service environment by personal callers, telephone, email or text message, or in writing within agreed performance targets
2. The ability to work under pressure accurately and calmly
3. Multitasking - ability to switch between varied ranges of customer demands and to cover a diverse variety of Council Services whilst dealing with complex customer enquiries.
4. The ability to deal effectively with enquiries by telephone, face to face and email to ensure that as many as possible are resolved at first point contact, only escalating to others where this is appropriate and essential and with the required information
5. The ability to calmly provide excellent standards of customer service in a highly demanding environment including conflicting demands.
6. The ability to demonstrate a high standard of attention to detail when recording all initial customer contacts; complaints, request for services, booking appointments etc., using CRM and other appropriate IT systems to enable accurate enquiry tracking and statistical information
7. The ability to achieve targets of 80% resolution of customer enquires at the first point of contact
8. The ability to process customer requests to pay for council services in person, by telephone or electronically using web enabled services, by cheque or by credit/debit card in compliance with guidelines, council regulations and PCI compliance.
9. The ability to complete document scanning as and when requested including the validation of documents.
10. The ability to undertake ad hoc projects as and when necessary, e.g. related to service and process improvements or under taking customer satisfaction and performance monitoring surveys.
11. The ability to effectively carry out any reasonable duties in the event that the Corporate Emergency Plan is activated.
12. The ability to explain policy decisions in a conflict situation with empathy and understanding but firmness
13. The ability to make consistent decisions and use initiative to enable effective problem solving
14. The ability to actively maintain and develop a thorough and up to date working knowledge of all council services and the procedures, guidance and legislation that effects their service area(s) and work collaboratively with council colleagues to improve service delivery
15. The ability to contribute ideas and suggestions on systems and procedures to improve performance and customer service with consideration for relevant legislation and good practice.

16. To attend and participate in team and departmental meetings as required, supporting and assisting colleagues, sharing information appropriately and providing cover as and when required.
17. To take responsibility for own personal development and be willing to learn new systems and services as required.
18. The ability to carry out any other relevant appropriate duties as may be allocated by the supervisor or manager; this may include working in another customer services environment within Customer Services by agreement.
19. The ability to carry out the duties of the post at all times with due regard to the Council's Equal Opportunity and Health and Safety policies including implementing emergency evacuation and out of office procedures
20. The ability to adhere to requirements under the Data Protection Act and comply with measures to protect the confidentiality of information in accordance with Council policies and procedures
21. The ability to work to Reading Borough Council's Core Competencies and the people Performance framework. The Customer Core Competency is required for this post.

This is a description of the duties and responsibilities of the post at the date of production. The duties may change over time as requirements or circumstances change and other duties become necessary.

Scope of Job (Budgetary/Resource Control/Impact)

Not applicable.

Special/Other Requirements/Responsibilities of this Post

Level of DBS check required for this post : No Check Required

If *, does the post require a check against the list of people barred from working with vulnerable adults? NO

If *, does the post require a check against the list of people barred from working with children? NO

What other security/safer recruitment clearances are required for this post? (excluding standard identity/work permit/education qualification checks) None

Is this post "politically restricted"? NO

Responsibility for Health & Safety: LEVEL 1

Please specify responsibility for implementing the Council's risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are recognised and that actions are taken and monitored to mitigate risks identified

N/A

Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the "Main Duties & Responsibilities" above

As a customer focused Council it is expected that customer advisors are ready to take their first call, visitor, email and etc. at the start of their agreed hours/Rota

Person Specification

Qualifications/Education/Training

1. Educated to at least GCSE level or equivalent
2. High standard typing skills

Experience

RG3 above gateway

Experience of providing a service to the public, working as part of a team to provide the best possible service

Experience of dealing with customers in difficult situations where it is not always possible to meet customers' needs/wishes

Experience of using a variety of computer packages in order to extract and input customer and other information

Skills, Abilities & Competencies

RG3 above the gateway

Giving the best advice

Ability to give accurate and up to date advice, providing clarity about the customer's current status and options for moving things forward

Team Working)

Ability to demonstrate clear commitment to the team approach; exchanging ideas, providing support to colleagues and able to work flexibly to provide cover to meet service needs

Building Customer Relations

Ability to understand the needs and perceptions of customers, handling difficult situations in a sensitive way

Communicating in writing

Ability to convey written information clearly and accurately to a wide range of recipients

Communicating Orally

Ability to speak confidently, conveying clear messages to a wide range of listeners

Analysing and Evaluating

Ability to draw logical and accurate conclusions from sometimes complex information

Making Decisions

Ability to identify sound and effective solutions to a variety of different problems

Demonstrating Resilience

Ability to demonstrate resilience to stress, maintaining effective performance in pressurised conditions

Demonstrating Adaptability

Ability to work in a creative and flexible way, making the most of change opportunities

Respecting Diversity

Ability to understand the needs of different groups and individuals and ensures equitable and appropriate treatment for all

Minimising risk

Has an awareness of the work environment, ensuring that the safety of customers, colleagues and self is paramount

Specific Working Requirements

1. None