

Customer Service Advisor

Grade 2

Post Title	Customer Service Advisor	Pay Grade	G2
Directorate	Business Operations	Line Manager	Team Leader
Service Area	Resources		
Work style (Delete as applicable)	Any desk	Job Family & Role Profile	CCS020 – CCS030
Location	Various – Aylesbury, Walton Street, Wycombe and home working although initial appointment will require candidate to be full time office based for first 6 months		
DBS Check Required? (Delete as applicable)	NO		

Job Purpose and Job Context

The provision of a high quality advice, information and transactional service to customers covering a wide range of services provided by the council and other agencies through telephone, face to face and electronic channels.

GRADE 2

Main Responsibilities and Duties

- Assist all customers with a prompt, efficient, sensitive and high quality response. To listen patiently, to empathise with the customer's situation and convey a genuine desire to help and support.
- To provide accurate, meaningful and consistent advice to customers, ensuring that they understand the action which will be taken. Where necessary, ensure an accurate referral is made to either internal or external colleagues. Judge when to escalate requests. Ensure adequate records of all contact with the public are maintained on the computer system. Ensure these are entered to agreed standards.
- To work with colleagues within the Customer Service Centre and other service areas to ensure the highest levels of first time call resolution and customer satisfaction. Assist and exchange information with colleagues across all areas of the council as required.
- Gather customer satisfaction information as required. Identify process improvements to ensure customer satisfaction and ensure these are highlighted to the Management Team.
- Work as a flexible and effective team member supporting other Customer Service Centre team members with their enquiries when necessary. Be punctual, reliable and presentable. Ensure continuous improvement: initiating, facilitating and responding to change in a positive manner.
- To be aware of the Council's aims, organisational values and behaviours and their impact on this post. To carry out the duties of the post in accordance with the Council's diversity policy
- To carry out all duties and responsibilities with reasonable care for the health and safety of you and any other persons who may be affected by your acts or omissions at work and to co-operate fully with the Buckinghamshire Council in health and safety matters.

Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

Knowledge, Skills and Experience (taken from role profile)	Job Specific Examples	Essential	Desirable
Clear and concise spoken and written skills	Clear and concise spoken and written skills	✓	
Customer care skills including listening, reflecting back, and giving information.	Customer care skills including listening, reflecting back, and giving information.	✓	
Information organisation skills	Information organisation skills	✓	
Team player, with strong inter-personal and negotiating skills	Team player, with strong inter-personal and negotiating skills	✓	
Computer literate (Keyboard skills, Microsoft Office applications)	Computer literate (Keyboard skills, Microsoft Office applications)	✓	
Experience of resolving customer enquiries by telephone or other written media.	Experience of resolving customer enquiries by telephone or other written media.	✓	
Ability to touch type or willingness to learn	Ability to touch type or willingness to learn	✓	
A minimum of 6 months experience in a Customer Services environment (preferably Contact Centre).	A minimum of 6 months experience in a Customer Services environment (preferably Contact Centre).		✓
Qualifications		Essential	Desirable
GCSE Maths and English (or equivalent).		✓	
Willing to work towards NVQ 2 in Contact Centre, Call Handling or Customer Care (or equivalent).			✓
Other Requirements		Essential	Desirable
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		✓	
• To be a team player and contribute to team objectives The ability to approach tasks freshly with an open mind and be able to respond to change Customer orientation • Has a genuine interest in customers, their problems and the service they receive. • Can easily engage in conversation with others face to face or on the phone		✓	

• Has empathy with the customer, can put his or herself in their shoes • Deals with problems when there are complaints • Sensitive to customer issues. • Genuinely cares about the customer and the service they receive • Responsive to requests & available and approachable for service matters • Places high priority on developing customer relationships Personal Effectiveness • Likes working in a structured environment • Likes to understand their own job, not looking around to see how other people do theirs • Organised, careful and methodical in their approach to work • Able to take down details accurately and record information carefully • Diligent about work, reliable, punctual, takes work seriously • Likes to get things right and see things through • Likes to leave work complete at the end of the day • Enjoys social interaction with others but having responsibility for own area of work • Cheerful disposition, can see the humour in things • Able to bounce back after difficult calls • Can stay calm when customers become angry or agitated. Doesn't take things too personally • Able to adapt quickly as contact from customers will be through a mix of telephone, email, webchat and face to face Technical Skills and Problem Solving • Keyboard, screen and telephone operation skills. • Pays close attention to detail • Can think through problems presented and find solutions. • Able to analyse information and draw conclusions • Able to identify and access sources of information from the computer (or reference manuals) to find answers • Knows who to ask, where to go to find solutions • Can learn new information and absorb new details in order to perform the job • Confident using modern technology • Confident and proactive in the use of the Internet and search engines to assist customers with their enquiries • Able to touch type or a willingness to be trained as the role will require data to be directly entered as calls are in progress Communication • Can make self easily understood and explain things clearly • Listens carefully and able to extract right information by asking right questions • Understands customer issues and is able to diagnose issues through problems presented • Uses communication skills to put customers at ease – calming them down, comforting them if they are upset • Can project a sense of humour, see the funny side in things • Communicates consistently - doesn't let personal feelings or mood get in the way		
Politically Restricted Post The Local Government and Housing Act 1989 prevents certain officers from taking	N	N/A

part in political activities, such as holding office as a local councillor.
There are broadly two categories of restricted posts:
Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.

GRADE 3

Main Responsibilities and Duties

- Assist all customers with a prompt, efficient, sensitive and high quality response. To listen patiently, to empathise with the customer's situation and convey a genuine desire to help and support.
- To provide accurate, meaningful and consistent advice to customers, ensuring that they understand the action which will be taken. Where necessary, ensure an accurate referral is made to either internal or external colleagues. Judge when to escalate requests. Ensure adequate records of all contact with the public are maintained on the computer system. Ensure these are entered to agreed standards.
- To work with colleagues within the Customer Service Centre and other service areas to ensure the highest levels of first time call resolution and customer satisfaction. Assist and exchange information with colleagues across all areas of the council as required.
- Gather customer satisfaction information as required. Identify process improvements to ensure customer satisfaction and ensure these are highlighted to the Management Team.
- Work as a flexible and effective team member supporting other Customer Service Centre team members with their enquiries when necessary. Be punctual, reliable and presentable. Ensure continuous improvement: initiating, facilitating and responding to change in a positive manner.
- To be aware of the Council's aims, organisational values and behaviours and their impact on this post. To carry out the duties of the post in accordance with the Council's diversity policy
- To carry out all duties and responsibilities with reasonable care for the health and safety of you and any other persons who may be affected by your acts or omissions at work and to co-operate fully with the Buckinghamshire Council in health and safety matters.
- Specialist Revenue & Benefit knowledge and call taking skills, accessing Revenue and Benefit system and assisting customer at first point of contact with direct debit set ups, removal of single person discount and other specialist functions
- Specialist Adult Social Care call handling. Access to specialist system engaging in meaningful first conversations and triaging safeguarding calls

Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud
Ambitious
Collaborative
Trustworthy

Knowledge, Skills and Experience (taken from role profile)	Job Specific Examples	Essential	Desirable
Clear and concise spoken and written skills	Clear and concise spoken and written skills	✓	
Revenue and Benefit experience	Revenue and Benefit system competence to assist customer at first point of contact	✓	
Adult Social Care experience	Competent in accessing ASC system	✓	

	and completing conversation 1 including raising safeguarding concerns		
Customer care skills including listening, reflecting back, and giving information.	Customer care skills including listening, reflecting back, and giving information.	✓	
Information organisation skills	Information organisation skills	✓	
Team player, with strong inter-personal and negotiating skills	Team player, with strong inter-personal and negotiating skills	✓	
Computer literate (Keyboard skills, Microsoft Office applications)	Computer literate (Keyboard skills, Microsoft Office applications)	✓	
Experience of resolving customer enquiries by telephone or other written media.	Experience of resolving customer enquiries by telephone or other written media.	✓	
Ability to touch type or willingness to learn	Ability to touch type or willingness to learn	✓	
A minimum of 6 months experience in a Customer Services environment (preferably Contact Centre).	A minimum of 6 months experience in a Customer Services environment (preferably Contact Centre).		✓
			✓
Qualifications		Essential	Desirable
GCSE Maths and English (or equivalent).		✓	
Willing to work towards NVQ 2 in Contact Centre, Call Handling or Customer Care (or equivalent).			✓
Other Requirements		Essential	Desirable
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		✓	
- To be a team player and contribute to team objectives The ability to approach tasks freshly with an open mind and be able to respond to change Customer orientation - Has a genuine interest in customers, their problems and the service they receive. - Can easily engage in conversation with others face to face or on the phone - Has empathy with the customer, can put his or herself in their shoes - Deals with problems when there are complaints - Sensitive to customer issues. - Genuinely cares about the customer and the service they receive - Responsive to requests & available and approachable for service matters - Places high priority on developing customer relationships Personal Effectiveness - Likes working in a structured environment - Likes to understand their own job, not looking around to see how other people do theirs - Organised, careful and methodical in their approach to work - Able to take down details accurately and record information carefully - Diligent about work, reliable, punctual, takes work seriously - Likes to get things right and see things through - Likes to leave work complete at the end of the day - Enjoys social interaction with others but having responsibility for own area of work		✓	

• Cheerful disposition, can see the humour in things • Able to bounce back after difficult calls • Can stay calm when customers become angry or agitated. Doesn't take things too personally • Able to adapt quickly as contact from customers will be through a mix of telephone, email, webchat and face to face Technical Skills and Problem Solving • Keyboard, screen and telephone operation skills. • Pays close attention to detail • Can think through problems presented and find solutions. • Able to analyse information and draw conclusions • Able to identify and access sources of information from the computer (or reference manuals) to find answers • Knows who to ask, where to go to find solutions • Can learn new information and absorb new details in order to perform the job • Confident using modern technology • Confident and proactive in the use of the Internet and search engines to assist customers with their enquiries • Able to touch type or a willingness to be trained as the role will require data to be directly entered as calls are in progress Communication • Can make self easily understood and explain things clearly • Listens carefully and able to extract right information by asking right questions • Understands customer issues and is able to diagnose issues through problems presented • Uses communication skills to put customers at ease – calming them down, comforting them if they are upset • Can project a sense of humour, see the funny side in things • Communicates consistently - doesn't let personal feelings or mood get in the way		
Politically Restricted Post The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor. There are broadly two categories of restricted posts: Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.		N/A

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.