

Hastings Borough Council

Job Description

Job Title

Customer Services Officer

Directorate

Corporate Resources & Governance

Grade

Career Grade 11-9

Reports to

Customer Services Team Leader

Location

Town Hall, Hastings

Purpose of the Job

To provide an efficient and effective, high quality front line service to the council's customers regardless of access channel, i.e. face to face, phone, email or web services to proactively resolve customer issues.

Main Responsibilities

- To provide a front line response to customer enquiries in accordance with all procedures to ensure resolution at first point of contact as required to avoid the necessity to transfer the customer to other departments and ensure high standards of customer care.
- To obtain information and facts from the customer to record and distribute to relevant departments for their action including to input and maintain information through a range of databases and systems to ensure accurate and up to date information to effectively manage queries and services.
- To assess, validate and assist in the completion of applications submitted to the council and to process in accordance with all procedures.
- To accurately check and receipt income received by the council to ensure all finance received is properly accounted for and accurately credited to customer accounts.
- To assist visitors to the council as the main reception point, to direct them to correct venues/officers and to register them in compliance with fire & safety regulations.
- Actively develop and maintain an extensive working knowledge of Council services and procedures.
- Undertake activities and improvements with colleagues to improve customer service, such as surveys, highlighting opportunities for development and multi service project teams.

- Participate in an annual performance appraisal based on agreed objectives that are linked to the Council's corporate objectives and priorities.
- Ensure that all duties and services provided are in accordance with the Council's Equalities and Diversity policies and procedures.
- To comply with individual responsibilities, in accordance with work role for health and safety in the workplace.
- Undertake such other duties and tasks appropriate to the grade and character of work such as changes in information systems and new technology as may be reasonably required. Therefore, the above list of key result areas in this job description should not be regarded as exclusive or exhaustive.

The key result areas to this post are set out in this job description. It should be noted that the Council reserves the right to update the job description from time to time to reflect changes in or to the post after consultation about any proposed changes. Significant permanent changes in duties and responsibilities will require revisions to be made to this job description.

Person Specification

Job Title

Customer Services Officer

Directorate

Corporate Resources & Governance

Essential Requirements

Qualification

1. Educated to GCSE level to include English and Mathematics at Grade c or above, or equivalent

Experience

2. Experience in a customer service role on the front line with the public dealing with sensitive and/or complex enquiries.
3. Experience of working within a team
4. Experience in the handling of cash and payments
5. Retrieving and interpreting information from computerised databases and data input

Knowledge

6. A good overview of council services.
7. Able to demonstrate a sound understanding of the principles of customer care in relation to providing front line services to the public.

Personal Aptitude and Skills

8. Excellent telephony skills
9. Good IT skills and adaptable to new systems and applications including telephony equipment
10. Excellent communication skills, verbal and written to deal with a diverse range of customers professionally and effectively.
11. Able to listen and interpret, delivering clear and concise information and guidance on a range of services to customers both face to face and on the telephone.
12. Able to quickly assess customers needs and drive to follow customer's requests through to a satisfactory solution.
13. Able to adopt communication styles appropriate to recipients and situations.
14. Able to respond well to constructive criticism.
15. Problem solving and decision making skills
16. Accuracy and attention to detail

Behavioural Approach

17. Able to deal with situations under pressure with confidence, tact, understanding and diplomacy
18. Able to deal with difficult and confrontational customers
19. Able to deal with complex enquiries within strict deadlines
20. Flexible approach to working hours as these may vary in accordance with service demands
21. Team player
22. Self-motivated & proactive

- 23. Reliable
- 24. Enthusiastic
- 25. Satisfactory attendance record (normally than 5 days absence in a year) but taking into account individual circumstances

Further behavioural information can be found in our Staff Competency Framework which is included in this pack. Interviews will include competence based questions and our managers are appraised against the framework as part of our performance management process.

Circumstances

- 26. Able to work flexible working hours to include evening and weekend working
- 27. Smart appearance and professional manner. A uniform is provided.

The above qualities will be assessed in the first instance on the application form and again at the interview stage if selected.

Desirable Requirements

Qualification

- 28. Qualification in customer services

Experience

- 29. Experience within a contact centre environment