# PCC New Logo

# JOB

## OUTLINE

|  |  |
| --- | --- |
| **Dept:** Community & Wellbeing | **Section:** ICT & Customer Contact |
| **Post No:** COIT04029 | **Designation:** Trainee Customer Service Advisor (with progression to a Customer Service Advisor post) | Grade: 3 (leading to Grade 5) |

|  |
| --- |
| **Purpose of Job:**Under the direction of the Team Leaders; to deliver accessible, quality services to all customers at all times, placing customers at the heart of service delivery for all council services. To provide first contact resolutions to customers, whilst maintaining a high standard of customer service. |
| **Main Duties/Responsibilities:*** To deal with members of the public by telephone, correspondence and face to face as required.
* To be polite and professional and to establish empathy with all customers, ensuring they are valued and at the centre of the organization.
* To deliver first class, professional service to all customers from initial point of contact.
* To negotiate payment arrangements with customers facing problems meeting their bills.
* To effectively use relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information.
* To provide excellent service by establishing the needs of the customer and taking appropriate steps to meet these needs
* To take responsibility for individual enquiries, complaints and customer requests.
* To ensure that all procedures carried out and information given to the public is in accordance with current legislation, regulations and Council policy, with particular emphasis on Customer care.
* To be proficient in all aspects of those services delivered through the Contact Centre and provide comprehensive advice and information to service users.
* To communicate with members of the Council and outside agencies as required.
* To undertake Customer satisfaction surveys.
* To promote a positive image of the council, working as part of an integrated team.
* To report any matters restricting the quality of the service to the customer to the Customer Service Team Leader
* Participate in the Authority’s performance development review process.
* Ensure compliance with Health & Safety policies and Data Protection and Freedom of Information Act principles, ensuring that information is secure at all times
* Ensure that services are delivered in a manner that maximises equality of opportunity and extends availability and accessibility to all sections of the community.
* To fulfil upon request any task reasonably requested of him / her and falling within the range of his / her expertise.

This job description is current at the date shown below. In consultation with you it is liable to variation by management to reflect, or anticipate changes in, or to, the job.The Council is an equal opportunities employer and provider of services. The Council has a  statutory duty to promote equality and all employees must be aware of that duty and work to the Council’s equality standards. |
| In addition, other duties at the same level of responsibility may be allocated at any time  Date Produced: June 2025 |

Position in Departmental Structure:-

Contact Centre Manager

|

# Customer Service Team Leader

|

**Customer Service Advisor**