

## **Appendix 1 – Customer Services Officer**

**Customer Services Officer - (Scale 4/5) (Community One Stop Centres) (Job Ref: CUS-FF-10)**

<b>Job Title:</b>	<b>Customer Services Officer (Community One Stop Centres)</b>	<b>Department:</b>	<b>Customer Access &amp; Performance</b>
<b>Grade:</b>	<b>Scale C1</b>	<b>Salary:</b>	
<b>Responsible for:</b>			
<b>Reports to:</b>	<b>Assistant Customer Services Manager</b>	<b>Date:</b>	<b>August 2004</b>

---

### **Job Purpose:**

- To provide a Customer Services function at the Council's Community One Stop Centres
- To ensure that a responsive, professional and caring service is provided to all customers at all times.
- To deal with and resolve most enquiries without assistance, and to direct customers to the correct contact point in more complex cases.

### **Principal Accountabilities and Responsibilities:**

- To provide a welcoming customer service function, and maintain a polite and professional manner at all times.
- To take ownership of customer enquiries, to resolve most enquiries without assistance, and to refer customers to the correct contact point in more complex cases.
- To use own initiative and judgement where appropriate, providing quality outcomes for customers from a range of options.
- To deal with non Council enquiries within agreed guidelines.
- To be aware of Council services and related community services, and to advise or direct customer enquiries appropriately.
- To arrange for customers to receive specialist advice if needed, to contact Council departments and other agencies and to make appointments for customers as necessary.
- To ensure customers are provided with appropriate reference material.

- To ensure public areas are kept fully stocked with leaflets, forms and relevant publicity material.
- To undertake and complete administrative duties within the One Stop Centre as required.
- To abide by LCC Financial Procedure Rules.
- To be able to recognise and act sensitively in cases of potential risk or high priority.
- To be aware of, and adhere to, the principles of service standards in all aspects of customer contact, and to consistently achieve good customer satisfaction.
- To contribute actively to the development and promotion of customer services.
- To keep up to date with all relevant service developments, and to work in partnership with other Departments and agencies to ensure optimum service delivery.
- To ensure effective and efficient input into recording systems and to assist in the development and promotion of new and existing Information Technology systems.
- To work flexibly to meet the needs of customers, and the ongoing development of the service.
- To support and advise new and existing staff as appropriate, including undertaking a 'buddying' role, and to demonstrate One Stop Centre functions to visitors as appropriate.
- To be prepared to provide cover at any of the Council's One Stop Centres, as appropriate, according to the needs of the service.
- To maintain a polite and professional manner if difficult or abusive situations arise.
- To maintain complete confidentiality at all times and to sign a declaration to that effect.
- To fully understand and adhere to the requirements of Data Protection legislation.
- To carry out duties in accordance with the Council's Equal Opportunities Policy and other policies which respect the rights and needs of customers.
- To share knowledge of best practice with colleagues and managers across the service.
- To carry out duties in accordance with Council Values.

- Any other duties commensurate with the post.

This role involves wearing a name badge, working in an open-plan environment and wearing smart clothing suitable for an office environment.

**Approval: We confirm that this document conveys a full and accurate description of the job as of 1 August 2004**

## **Customer Services Officer - Community One Stop Centre**

### **EMPLOYEE SPECIFICATION**

Candidates for selection for the post will only be shortlisted for interview if they can demonstrate in their application that they meet the essential requirements listed below. There may be some additional points listed that are desirable but not essential: in these cases, the desirables are highlighted in bold.

	<b>Core Competency</b>	<b>Post Requirement</b>
<b>1.</b>	<b>Customer Service Skills and Focus</b>	a) Totally committed to excellent customer care and putting the customer at the heart of everything you do. b) Ability to deal efficiently, effectively and sensitively with a wide range of enquiries. c) Good knowledge of customer service skills and processes d) Ability to work to customer care standards. e) To maintain complete confidentiality and to comply with Data Protection and all other relevant legislation. f) Experience in dealing with members of the public in a face to face environment.
<b>2.</b>	<b>Communication Skills</b>	a) Ability to communicate with a wide variety of people in a polite and tactful manner. b) Ability to take ownership of customer enquiries, to resolve most enquiries, and to refer customers to the correct contact point in more complex cases. c) Ability to work in partnership with other departments and agencies to improve service delivery. d) Ability to demonstrate the work of the One Stop Centre to visitors and new starters. e) Good literacy and numeracy skills.
<b>3.</b>	<b>Personal Effectiveness</b>	a) Ability to work on own initiative, accept responsibility and make decisions within agreed criteria. b) Ability to work as part of a team to deliver a responsive service. c) Ability to manage own workload and prioritise effectively. d) Ability to contribute to team building and team working. e) Ability to analyse information effectively. f) Good organisational and interpersonal skills.

		<p>g) Good understanding of local government issues and procedures.</p> <p>h) Willing to be adaptable and flexible.</p> <p>i) Willing to commit to own personal development.</p>
4.	<b>I.T. Skills</b>	<p>a) Experience of working with several IT packages (e.g. Microsoft Word, Excel).</p> <p>b) Ability to learn new IT packages and skills.</p> <p>c) Experience of using a Customer Relationship Management system <b>is desirable but not essential.</b></p>
5.	<b>Training, qualification or accreditation requirements</b>	<p>a) Customer Services NVQ Level 2/3 <b>is desirable but not essential.</b></p>
6.	<b>Equality of Opportunity</b>	<p>a) Willing to abide by the Council's Equal Opportunities policy in the duties of the post and as an employee of the Council.</p>
7.	<b>Health and Safety</b>	<p>a) Willing to take personal responsibility under, and abide by, the Council's Health and Safety policy.</p>