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Reference Number	ORG003
Role Title	Customer Service Advisor III
Directorate	Resources
Department	Organisational Development
Reports to	Customer Service Team Leader

Role Purpose

To handle and resolve customer enquiries as part of a digital first, omni-channel customer centre, to ensure that customers receive an excellent customer service. The role will operate as part of a team, working within defined procedures and protocols to deliver a consistent and accurate service, resolving the customer enquiry at the first point of contact and completing the customer journey. The role will handle a range of complex enquiries relating to specialised council services, where there is a need for detailed knowledge and procedural understanding of that specialised service.

Accountabilities

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- Receive and respond to complex and specialised service specific customer enquiries (via digital platforms, over the telephone, and via email and post), supporting the customer journey from initial contact through the relevant customer process using the appropriate systems, processes and procedures, to resolve the customer's enquiry effectively and efficiently. Customer interactions will be managed professionally and positively, and will include those of a sensitive, confrontation or contentious nature.
 - Identify the customer's issue and decide, within the clear procedures and protocols, how best to proceed with the customer's enquiry and which defined procedure to initiate, so that customers receive the relevant support and their enquiry is dealt with and resolved at that first point of contact.
 - Provide information and advice to customers on a range of complex and specialist matters relating to the service, including explaining complex legislative and regulatory information, to ensure that customers understand and accept the service procedures and requirements, and receive helpful, accurate advice. The role may need to make formal referrals to other services or agencies.
 - Collect information and data from customers, capturing and processing this as part of entitlement assessments and other claims. The information and data required will be well defined, and the role will need to follow established processes, protocols, systems, using active listening and questioning techniques.

- Check and verify documentation provided by customers in accordance with strictly defined requirements, uploading and storing it in appropriate systems, to ensure that documents provided are correct.
 - Issue correspondence and letters using templates, so that customers receive clear and appropriate written correspondence and confirmation.
 - Process payments in person, digitally, and over the telephone, in compliance with tightly defined processes and procedures, to support customers to pay monies owed in an efficient and secure manner. This will include providing a clear explanation of the enforcement or recovery processes where relevant, as well as undertaking reconciliation of payments.
 - Maintain accurate records of enquiries and resolutions, and update and maintain all customer information records and documentation, so that all relevant information is accessible for processing and audit purposes, as well as for service evaluation.
 - Provide support and guidance to less experienced and more junior colleagues, to enable them to deliver an excellent customer service. This includes supporting with some more complex and non-routine issues.
 - Feedback on issues experienced, to contribute to the improvement of service processes and procedures.
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Knowledge / Skills / Experience required

- NVQ Level 3 in Customer Services or equivalent.
 - Experience of handling customer enquiries in a front line role.
 - Experience of dealing with contentious and sensitive issues and confrontational customers.
 - Knowledge of a range of protocols, processes and procedures, some of which are complex, relating to the specific specialist service.
 - Knowledge of regulations and legislative requirements relevant to the service.
 - Knowledge of a range of systems and customer platforms, including online and website services.
 - Knowledge of wider services provided by the Council and its partners or other agencies.
 - Ability to respond to inbound and outbound customer enquiries from a range of channels and organise some tasks within a defined workflow.
 - Ability to communicate effectively using tact and share information in a polite, positive and helpful manner.
 - Ability to advise and explain technical information to customers, and use empathy to handle contentious situations.
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Dimensions of role

- This role does not have any supervisory or management requirements, but will provide support and guidance to more junior colleagues.
 - This role does not manage any budgets.
 - This role is responsive to customer enquiries, with a need to organise and prioritise some tasks.
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Notes

Date: 01/02/2021

**Working
Conditions:**

Aspects of the role that have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them:

- The role holder will work in a contact centre environment where there is a constant level of background noise.
 - The role will need to maintain concentration and consistent service standards whilst handling a large volume of calls that are of a repetitive nature (up to 80 a day).
 - The role will need to concentrate to maintain communication with customers whilst operating systems and processes.
 - The role holder will need to communicate and deal with customers who may be distressed, confrontational, or present challenging behaviour, and to deliver difficult and potentially contentious decisions that may distress customers.
 - The role holder may hear and need to record distressing and upsetting information about situations such as domestic violence and abuse, as well as other customers requiring safeguarding actions around issues such as mental health crises.
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**Working
Arrangements:**

- The role may be required to work overtime as required.



Accessibility