

# Job Description

<b>Role Profile</b>	Customer Service Advisor II
<b>Service/Team</b>	Customer and Business Delivery
<b>Reports to</b>	Customer Services Team Leader
<b>Responsible for</b>	
<b>Number of posts</b>	
<b>Post number</b>	10195
<b>Career Grade</b>	

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by enabling access to Council services across a variety of access channels whilst delivering an excellent level of customer service.**

## Job Overview

To handle customer enquiries as a first point of contact, 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.

The role will handle routine and complex enquiries focused across a multiple of services where there will be a need for some detailed knowledge and procedural understanding.

## Key Responsibilities

- Receive and respond to customer enquiries related to a range of services to provide a prompt and timely customer service, where possible at the first point of contact. This will include enquiries over all access channels and at times will involve confrontational customers and issues of a contentious nature.
- 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 and safely handled.
- Escalate and refer specialist issues, to other officers / teams in accordance with defined handover procedures, so that customer issues can be dealt with appropriately.
- Support customer and digital strategy principles by actively promoting and assisting customers (and services) to use our digital services for all appropriate customer interactions adopting a positive channel shift approach
- Process payments in person and over the telephone, in accordance with tightly defined processes and procedures, to support customers to pay monies owed in an efficient and secure manner.
- 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.

## Job Requirements

- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
- This role does not have any supervisory or management requirements, but will provide appropriate training, coaching, support and guidance to other team members
- This role does not manage any budgets.
- This role is responsive to incoming customer enquiries, with a need to organise and prioritise some tasks.
- This role will be responsible for ensuring all customer data is handled and processed correctly in accordance with BCP and external organisations GDPR regulations and data protection laws

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.