

BCP Pay and Reward



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Reference Number	ORG002
Role Title	Customer Service Advisor II
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 high volume routine or complex enquiries relating to core council services, typically within a specific area, where there is a need for some detailed knowledge and procedural understanding of that service.

Accountabilities

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- Receive and respond to 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 somewhat complex and specialist matters relating to the service, to ensure that customers receive helpful, accurate advice. Where referring customers to other external or council services, ensure that the customer understands who to speak to.
 - Collect information and data from customers, capturing this and inputting into specific forms and systems, to enable claims and entitlement assessments to be processed. The information and data required will be well defined, and the role will need to follow established processes, protocols, systems and some pre-defined scripts, 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.
 - Escalate and refer more specialist or technical issues, such as those relating to enforcement, to other teams in accordance with defined handover procedures, so that customer issues can be dealt with appropriately.
 - 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.
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Knowledge / Skills / Experience required

- NVQ Level 2 in Customer Services or equivalent.
 - Experience of handling customer enquiries in a front line role.
 - Some experience of dealing with contentious issues and confrontational customers.
 - Knowledge of a range of protocols, processes and procedures, some of which are complex, relating to the specific specialist service.
 - Some 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.
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Dimensions of role

- This role does not have any supervisory or management requirements.
 - 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