

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Customer Service Advisor	JEID	N0075
Salary Grade:	Grade F		
Team:	Customer Service Centre		
Service Area:	Customer Services		
Primary Location:	Warwick or Bedworth		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Leader		
Responsible for:	N/A		

Role Purpose

Working as one of a team of Advisors, to be the single point of contact for requests for information, advice and services from the public, within the Council and other agencies.

Role Responsibilities

1. To be the single point of contact for requests for information, advice and services through a variety of contact methods primarily via the telephone, live chat, email and social media channels.
2. To follow the established procedures for each service request logging, processing and progress chasing enquiries.
3. To undertake inbound contact activity (primarily via the telephone).
4. To work to identified performance management targets undergoing evaluation as appropriate (all telephone calls are recorded for training and feedback purposes).
5. To note and report any change in activity or information relating to Customer Service Centre operations.
6. To identify potential opportunities for improvements and contribute to process development through testing, implementing of procedures and systems.
7. To undertake training in all systems necessary to fulfil the role.
8. To undertake general administrative and housekeeping duties in the Customer Service Centre

9. To assist in maintaining up to date information on all relevant services and to carry out research as necessary.
10. To identify opportunities for self-development and undertake activities to improve both skills and knowledge.
11. To participate in the induction and training of new Customer Service Advisors.
12. To uphold the departmental Equal Opportunities and Health and Safety policies, ensuring their understanding and implementation by staff for who you are responsible, if appropriate.
13. As a member of the Customer Service Centre team your specific working hours and location will be flexible and may include working weekends, public and Bank Holidays, including the Warwickshire County Council additional leave day at Christmas.
14. To undertake any other duties as required, which are commensurate with the grading of the post

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Excellent verbal communications skills	A, I
Good keyboard skills and experience of electronic systems	A, I, T
Experience of working in a customer service environment	A, I
Ability to continuously learn new processes and develop appropriate skills	A, I
Ability to deal with a continuous stream of contacts requesting services using predefined processes	A, I
Ability to work independently, but also as part of a team	A, I, T
Understanding of the need for confidentiality	A, I
Ability to identify shortcomings in service and report to Team Leader	A, I
A commitment to anti-discriminatory practices in employment and service provision. Willingness and ability to take personal responsibility for implementing equality and other strategies	A, I, T
Commitment to the provision of excellent customer service	A, I, T
Ability to remain calm and tactful when dealing with difficult or distressed people	A, I, T
Willingness to undertake training and development opportunities	A, I
Ability to undertake the duties of the post	A, I

Desirable Criteria

Assessed By:

Experience of using automated telephone handling systems	A, I
Experience of working within a contact centre environment	A, I

Experience of working with back office and professional staff	A, I
Administrative experience	A, I
General knowledge of public and voluntary agencies	A, I
Ability to use initiative in a busy and changing environment	A, I
Ability to devise and use office practices	A, I
An interest in working with the people who use all County Council services	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input checked="" type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults

<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input checked="" type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	