

Customer Service Advisor Advert Template

About the role:

Warwickshire Direct are the face of customer service for Warwickshire County Council and associated partners. Warwickshire Direct provides people with a single point of access to local information, advice and other key services. The services that we provide range from inquiring about council tax and housing benefit to applying for a disabled parking blue badge, asking about free school meals to reporting a pot hole in the road.

You'll be at the heart of Customer Contact dealing with a range of enquiries in the Warwickshire Direct Customer Service Centre. You will deal with telephone enquiries for a diverse range of services on behalf of the residents and businesses of Warwickshire and will use a number of different systems to provide solutions and advice to customers. The Customer Service Centre is open 8 am to 8 pm Monday to Friday and 9 am – 4 pm on Saturday. Shifts will be worked on a rota basis.

Key Requirements:

We are looking for professional and enthusiastic people to help us achieve our drive to provide excellent service in everything that we do. Our business changes rapidly so the ability to learn new process and systems is paramount. If you have worked in a telephone based customer service environment this is useful but the ability to provide great customer service, from whatever background, is vital.