

**Job Description**

**Department:** STRATEGIC RESOURCES

**Division/Section:** Customer Services/Peterborough Direct

**Job Title:** CUSTOMER SERVICE OFFICER

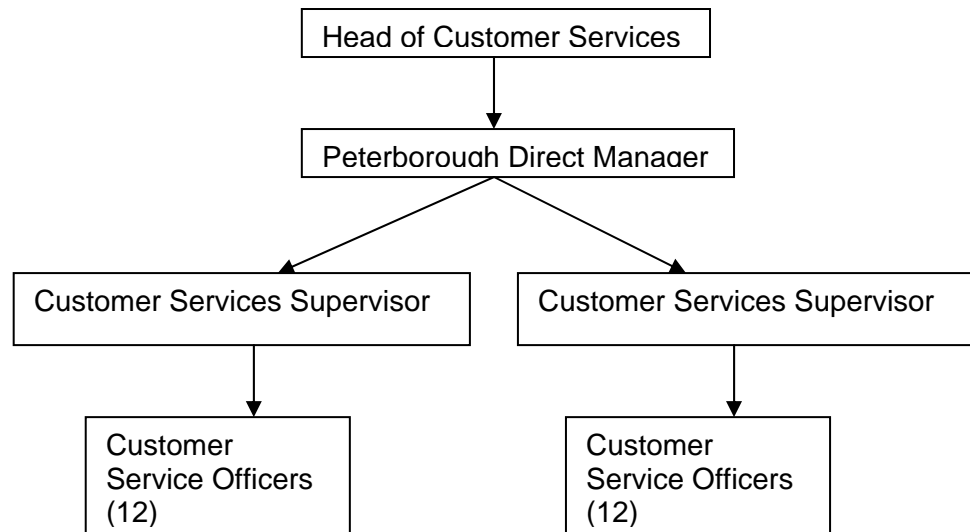
**Post No:** CR

**Grade:**

**Reports to:** CUSTOMER SERVICE SUPERVISOR

**Organisation Chart:**

Show immediate manager and any jobs reporting to this post.



**CRB Check applicable?**

Standard  Enhanced  None

**Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?**

Yes  No

**Line Management responsibility for:**

No. of direct reports: None

No. of indirect reports: None

**Size of budget:** There are no budget responsibilities

**Job Purpose:** To deal with customer enquiries to the Peterborough Direct Call Centre

To manage customer contacts in an efficient, effective and caring manner

To provide a knowledgeable and professional service covering a broad range of Council services

To ensure that Peterborough Direct delivers excellent customer service

### **Main Duties and Responsibilities:**

1. To deal with and resolve customer enquiries over a broad range of services, including responsibility for ensuring that further actions are taken or requested as appropriate.
2. To ensure customers contacting the Council by telephone or face to face receive an excellent level of customer service.
3. To prioritise actions and decisions according to customer needs.
4. To develop and maintain a broad knowledge of service areas to ensure customers receive accurate information and a 'one stop' service for query resolution.
5. To communicate openly and effectively with customers, managers, colleagues, partner organisations and elected members as appropriate.
6. To clarify and /or anticipate customers needs and develop customer relationships.
7. To ensure a 'seamless' service is provided across service areas through effective teamwork, attention to detail and work management.
8. To take 'ownership' of a customer queries and ensure a satisfactory resolution is achieved for the customer and the Council.
9. To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.
10. To comply with all Health & Safety at work requirements as laid down by the employer.

**Generic Responsibilities:** To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

**Flexibility Clause:** Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

**Variation Clause:** This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

**DATE:** 28/04/10      **COMPLETED BY:** Jeff Austin

## Person Specification

**JOB TITLE:** Customer Service Officer      **POST NO:** CR  
**GRADE:** 7      **DEPARTMENT:** Strategic Resources  
**HOURS:** 37 per week (full time)  
**DIVISION:** Customer Services      **DIRECTOR:** John Harrison  
**DATE:** 28/04/10      **COMPLETED BY:** Jeff Austin

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Working knowledge of office procedures and working practices. (A/I)</li> <li>Knowledge of organisational structure of local authorities and typical roles and responsibilities (A/I)</li> </ul>	<ul style="list-style-type: none"> <li>Working knowledge of one or more service areas within Peterborough City Council (A/I)</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>Ability to communicate effectively by telephone and in writing (A/I/W)</li> <li>Ability to deal with a heavy workload associated with a high call volume environment (A/I)</li> <li>Ability to prioritise actions and decisions according to customer needs (A/I)</li> <li>Ability to work constructively with others and on own initiative where required (A/I).</li> <li>Ability to prioritise and manage own time effectively (A/I)</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience of dealing with customers by telephone in a call centre environment (A/I)</li> <li>Experience of dealing with customer queries politely and helpfully within customer care guidelines (A/I)</li> <li>Experience of dealing effectively with challenging and concerned customers (A/I)</li> <li>Experience of working within a performance management environment (A/I)</li> <li>Experience of working within a team (A/I)</li> </ul>	<ul style="list-style-type: none"> <li>Experience of using the internet to resolve customer enquiries, (A/I)</li> <li>Experience of working in a customer service environment for at least 2 years (A/I)</li> <li>Experience of dealing with customers face to face (A/I)</li> </ul>

	<ul style="list-style-type: none"> <li>Experienced in the use of MS office (including Word, Excel and Outlook) gained in an office environment (A/I/W)</li> <li>Extensive experience in the use of ICT within an office environment (A/I/W).</li> </ul>	
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>NVQ level 3 in a Customer Service or office related subject or able to demonstrate a comparable level of experience (A/I)</li> </ul>	<ul style="list-style-type: none"> <li>Possession of ECDL, CLAIT</li> </ul>
<b>PERSONAL CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>Must be prepared and able to work outside of normal office hours to meet changing demands for the service or to cover colleagues absences (A/I)</li> <li>Willingness to support other parts of Peterborough Direct as required (A/I)</li> </ul>	
<b>EQUALITY</b>	<ul style="list-style-type: none"> <li>Candidates must be able to demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities. (A/I)</li> </ul>	
<b>CUSTOMER CARE</b>	<ul style="list-style-type: none"> <li>Candidates must be able to demonstrate knowledge and understanding of effective customer care (A/I/W)</li> </ul>	

*[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A/I) Application / Interview, (P) Presentation, (W) Written Test.]*