

City of Wolverhampton Council

Job Description

Job title:	Customer Services Officer
Directorate:	Strategy
Service:	Customer Engagement and Registrars
Location:	Any suitable location within the City of Wolverhampton
Workstyle:	Flexible
Responsible to:	Section Leader
Grade:	Grade 4

Job Purpose and Role:

1. To provide a comprehensive, efficient, effective and responsive enquiry service to customers, ensuring excellent customer service in every interaction.
2. To work within the team to enhance and develop the provision of an efficient, integrated, single access point service (telephone, face to face, e-mail or other media).
3. To take responsibility for the resolution of all appropriate customer enquiries in relation to Council services.
4. To present a positive and professional response to customers over the telephone or by electronic means or face to face, with the aim of satisfying enquiries with a single contact.

Principal Duties and Responsibilities:

1. Provide a high quality, courteous and responsive customer enquiry service as appropriate.
2. Take responsibility for the resolution of customer enquiries in relation to Council services and the provision of an extensive information service in a positive and professional manner either face-to-face; over the telephone or by electronic means with the aim of satisfying enquiries within a single contact.
3. Ensure that all enquiries are correctly diagnosed, responded to, tracked and followed up as required.
4. Be technically literate and competent with all business systems used within Customer Services.

5. Work as part of a multi-disciplinary team, with an understanding of key areas of responsibility, to ensure an effective enquiry service is provided at all times.
6. Ensure the service is delivered in accordance with agreed performance measures and standards.
7. Effectively prioritise enquiries and, where appropriate, hand over to Departmental Specialists, or the Team Leader, within specified standards.
8. Further develop the service, contribute ideas and assist in determining solutions based on first-hand experience and monitoring of customer feedback or consultation.
9. 'Own' personal development plan and actively take part in coaching and performance workshops.
10. Undertake a range of administrative duties to support the processing of customer enquiries in order to deliver the service.
11. Liaise with other Departments of the Council and various agencies for the benefit of customers.
12. Present a professional image at all times.
13. Accept empowerment within the framework of Council and Departmental policies and instructions, and subject to the over-riding authority of line managers, Customer Service Officers are authorised to undertake all duties appertaining to the areas of work outlined above.
14. Develop safe working practices within the immediate work area.
15. Keep abreast of information of all Council services, organisational changes and other public and community information, in order to provide up-to-date information to customers.
16. Access and maintain any digital or manual information systems that may be required in order to provide information, access to services, advice and support for customers.
17. Provide and evaluate data obtained for statistical purposes to aid future decision making.
18. Take an active role in supporting the use of information technology in consultation with the Team Leaders.
19. Personal and Peer Development - Make every effort to access development opportunities and spend time with managers identifying development needs through a personal development plan. Be ready to share learning with others.

20. Valuing Equality and Diversity - Ensure that the service is accessed by and meets the needs of all communities in the City and develop appropriate strategies to reduce inequalities where they are found.
21. Attend meetings, seminars and training courses as and when required.
22. To act in accordance with the Council's Constitution and other Codes of Conduct.
23. To participate in staff development, appraisal and training as appropriate, including continuous professional development.
24. To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, General Data Protection Regulations, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City-wide priorities.
25. To undertake any other tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010.
26. To participate in the wider development of the service and contribute to service improvement as required.
27. City of Wolverhampton Council is committed to Corporate Parenting.

“Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after.”

Effective date

Signature of post holder

City of Wolverhampton Council

Person Specification

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2. To work within the team to enhance and develop the provision of an excellent, integrated, single access point service (telephone, face to face, e-mail or other media).
3. To take responsibility for the resolution of customer enquiries in relation to Council services.
4. To present a customer friendly, positive and professional response to customers over the telephone or by electronic means or face to face, with the aim of satisfying enquiries with a single contact.

Factors	Essential	Desirable	How identified
Qualifications	<ul style="list-style-type: none"> • English and Mathematics GCSE or equivalent or a significant level of experience relevant to the post, e.g. role of a similar position within a contact centre 	<ul style="list-style-type: none"> • Customer service • Business administration NVQ2 in call handling 	<ul style="list-style-type: none"> • Application Form • At Interview • Reference
Training	<ul style="list-style-type: none"> • Customer Care • Microsoft Office applications 	<ul style="list-style-type: none"> • Telephone/call centre equipment / switchboard / customer care experience • Relevant IT and data entry training. 	<ul style="list-style-type: none"> • Testing (assessment) • Application Form

Factors	Essential	Desirable	How identified
Experience	<ul style="list-style-type: none"> Recent experience of using current IT and communications technologies. Dealing with sensitive, challenging and / or difficult cases face to face and telephone 	<ul style="list-style-type: none"> Working in a contact centre or front facing environment / reception 	<ul style="list-style-type: none"> Application Form Interview References Testing (assessment)
Special Knowledge/Skills	<ul style="list-style-type: none"> Excellent telephone and face to face skills Ability to prioritise and use initiative Excellent communication skills Customer focused and responsive Excellent customer care skills Good organisational skills 	<ul style="list-style-type: none"> Fluency in one or more community languages Keen to learn and develop Application of step by step approach to problem solving 	<ul style="list-style-type: none"> Application form Testing (assessment) Independent and specific testing for language skills References Interview
Personal Qualities	<ul style="list-style-type: none"> Flexible Patient and calm Self-motivating and resourceful Quick to learn Enthusiastic An eye for detail Resourceful 		<ul style="list-style-type: none"> Application form Testing (assessment) Interview
Interests and Motivation Relevant to job	<ul style="list-style-type: none"> Desire to provide excellent service in a public sector environment 		<ul style="list-style-type: none"> Application form Interview Reference
Commitment	<ul style="list-style-type: none"> To excellent service delivery and the importance of diversity To gain understanding and adhere to Council policy 		<ul style="list-style-type: none"> Application form Interview References