

Job description

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Job title: Customer Services Officer

Grade: Dorset Council Grade 7

Job evaluation reference: BA6019

Job family: Business, Policy & Administration

Purpose and impact

1. Deliver great customer care by meeting the needs of customers by providing information, advice, guidance and support in relation to various services, regularly applying creativity and imagination to the resolution of problems and issues from a wide range of choices where options and outcomes are decided by the job holder within general guidelines as appropriate, following necessary processes and service area guidance.
2. Personalise and enrich the customer experience and proactively guide customers towards cheaper digital access channels.
3. Liaise with others in order to escalate specific issues and follow through to ensure appropriate and timely resolution.
4. Offer the provision of appropriate services based on a review of the customer needs.
5. To ensure the provision of effective customer service
6. To deliver high quality and comprehensive front-line services

Key responsibilities

7. Answer enquiries from customers regarding specific Dorset Council services and Partnership organisations in relation to the provision of services by receiving, recording, responding and researching the detail for these customers through telephone and IT systems.
8. Ensure all enquiries are explored in accordance with legislation, regulation, centre procedures, service level agreements and customer care standards.
9. Provide advice, guidance and support to customers, on how to access services, listening to identify the full extent of the enquiry and assisting customers to identify issues and needs before deciding upon appropriate action.
10. Gather, as appropriate, information on customers' circumstances and follow Dorset Councils processes ensuring the needs of the customer are met by resolving the enquiry.
11. Process payments on behalf of Dorset Council and Partnership organisations including cash handling.
12. Complete necessary processes documentation and transactions to ensure enquiries are accurately entered and recorded.
13. Deal with potential customer complaints and ensure they are handled appropriately.
14. Make informed decisions from a range of options applicable to the customers' needs and personal circumstances and escalate enquiries at the appropriate point.
15. Consider the complexity of issues and exercise judgement as to pertinent courses of action, including referral to other teams for assessments and arranging services.



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16. Assist in the training and induction of other team members, participate in team meetings and contribute to the development of services by identifying improvement and efficiency opportunities.
17. Keep up to date with issues relating to service areas, specific changes in legislation, policy and practice.
18. React to changing needs of customer behaviours through a flexible approach in working patterns, embracing change and demonstrating resilience during peak periods and times of service disruptions
19. Undertake surveys in order to improve customer experience.
20. Ensure knowledge of the Council and its services is at an optimum, through proactive familiarisation of relevant information.
21. Take responsibility for own professional and personal development.
22. Handle customer enquiries in face to face environments.
23. Any other duties as required by the management team commensurate with the role.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Other factors

24. Contacts are wide ranging and at all levels including Dorset Council staff, Councillors, members of the public, partner agencies and other agencies or local government authorities.
25. No budgetary responsibility.
26. Office based with some time visiting other parts of Dorset Council and other parties involved with service delivery as required.
27. Customer Services is outside the Council's flexi time scheme.
28. Maintaining resilience due to handling highly emotional situations from vulnerable customers.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Educated to GCSE standard including English and Mathematics or equivalent.	Application form
2. NVQ Level 2 qualification based in a relevant service specific area or customer service	Application form
Experience	
3. Experienced in providing a comprehensive service to customers.	Application form Interview Assessment
4. Experienced in dealing with complex issues and researching issues, to ensure customer satisfaction.	Application form Interview Assessment
5. Experience with IT systems including Microsoft Office, e-mail and Internet.	Application form Interview Assessment
6. Experience of providing a telephone based service to customers.	Application form Interview Assessment
7. Handling customer problems/complaints through to resolution.	Application form Interview Assessment
Knowledge	
8. Has a good understanding of how to deal with difficult customers.	Application form Interview Assessment
9. Has a good understanding of what makes good Customer Care.	Application form Interview Assessment
10. Awareness of community resources to provide a service to customers.	Application form Interview Assessment
11. Understanding of legislation and principles in relation to customer service.	Application form Interview Assessment
12. Understanding/evidence of anti-discriminatory practice and diversity issues.	Application form Interview Assessment
13. Awareness of service specific issues, where appropriate.	Application form Interview Assessment
14. Knowledge of the requirement for confidentiality and discretion.	Application form Interview



	Assessment
15. Knowledge of IT systems including Windows based applications.	Application form Interview Assessment
16. Knowledge of clerical procedures and office equipment.	Application form Interview Assessment
17. Knowledge of Dorset Council or Local Government services policy and procedures.	Application form Interview Assessment
Skills and abilities	
18. Ability to work as part of a team	Interview Assessment References
19. Effective communication skills, both orally and in writing including excellent telephone manner	Interview Assessment References
20. Tenacious and creative when dealing with problems	Interview Assessment References
21. Good Listening	Interview Assessment References
22. Use of initiative	Interview Assessment References
23. Negotiation and influencing	Interview Assessment References
24. Able to research, organise and prioritise effectively	Interview Assessment References
25. Accurate with good attention to detail	Interview Assessment References
26. Tact, diplomacy and empathy	Interview Assessment References
27. Customer centred approach and displays emotional control	Interview Assessment References
28. Ability to remain calm and work under pressure	Interview Assessment References
29. Confidence in dealing with customers from a range of professional backgrounds	Interview Assessment References
Our values	
30. Respect	Interview Assessment
31. Together	Interview Assessment
32. Accountability	Interview Assessment
33. Openness	Interview Assessment
34. Curiosity	Interview Assessment
Other	
35. Flexible approach to working patterns	



Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
36. ECDL or similar	Application form
Experience	
37. Work within a customer service centre environment.	Application form Interview Assessment
38. Experience in undertaking customer satisfaction surveys.	Application form Interview Assessment
39. Use of telephony systems.	Application form Interview Assessment
40. Experience of providing a face to face based service to customers.	Application form Interview Assessment
41. Experience of working with digital access channels	Application form Interview Assessment
Knowledge	
42. Knowledge of the wider context within which the service area operates.	Application form Interview Assessment
43. Knowledge of the aims and objectives of Dorset Council.	Application form Interview Assessment

Approval

Manager's job title: Anthony Palumbo, Service Manager for Customer Services

Date: January 2020

