

Job description

Job title: Customer Service and Digital Access Advisor

Grade: Dorset Council Grade 6

Job evaluation reference: BA6032

Job family: Business, Policy & Administration

Purpose and impact

1. This job role sits within the Business Improvement Department. Our service mission is: "Inspiring and creating opportunities to be better". Within the Customer Services Team this means:
 - Managing demand by helping customers help themselves
 - Using customer insight to improve services
 - Positively promoting what we do
2. The purpose of this job is to resolve as many customers' enquiries as possible at the first point of contact, to promote digital services to our customers by providing relevant information and by helping customers use these services and to identify service improvement opportunities to support Dorset Council to continually improve what it does. You will represent Dorset Council to our customers and by taking pride in what you do, you will provide great customer service and leave our customers with a positive experience of Dorset Council and what it does.

Key responsibilities

3. Respond to customer contact face to face, online and via telephone, with the aim of resolving as many enquiries as possible at the first point of contact.
4. Promote and provide assisted self service and digital access to customers, including the use of service terminals and kiosks, to increase digital communication and reduce in person and telephone contact.
5. Respond to customer complaints and comments, in accordance with the corporate complaints policy
6. Support the Team Leaders and Supervisors in customer services and other areas of Dorset Council to support a cycle of continuous improvement.
7. Actively use and promote the Dorsetforyou website for customer transactions and information purposes, undertaking improvement activities including but not limited to editing web pages based on customer feedback.
8. Work with the Change Team and other services to ensure systems and information are both customer focused and user friendly, including suggesting changes to bring about improvements to service delivery.
9. Ensure that where you are required to accept any form of payment, including the acceptance of cash in an approved situation, you follow the approved Audit and Cash Handling regulations.
10. Meet customer service standards, as contained in Dorset Council's Customer Charter and other relevant documents and accept and participate in quality monitoring of service delivery.
11. Ensure the service is delivered in a way which treats customers fairly at all times and is sensitive to the needs of all customers.



12. Undertake training and development as required including periodic refreshers on current legislation and procedures, systems use and familiarisation with services.

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.

Supervision and management

Reporting to: Customer Service Supervisors & Digital Access Champions

Other factors

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.



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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. A benchmark of 3 GCSE's (or equivalent) including Maths and English, at Grade C or above, or able to demonstrate relevant experience	Application form
Experience	
2. Previous work experience in a customer services role	Application form Interview Assessment
3. Use of IT systems, including CRM software, Microsoft suite of products (Word, Excel and Outlook) and service applications to retrieve, process and store information	Application form Interview Assessment
4. Handling customer complaints and problems to resolution	Application form Interview Assessment
5. Use of telephony systems	Application form Interview Assessment
Knowledge	
6. Understanding of equality standards and a commitment to maintaining those standards in service delivery.	Application form Interview Assessment
7. Awareness and understanding of Data Protection legislation and its application in customer services including the requirement for confidentiality and discretion.	Application form Interview Assessment
Skills and abilities	
8. Excellent communications skills, both orally and in writing, using a variety of customer access channels	Interview Assessment References
9. Ability to work as part of a team, showing willingness to assist others with a commitment to meeting the objectives of a team	Interview Assessment References
10. Organising and prioritising own work load with minimal supervision	Interview Assessment References
11. Accuracy skills with an attention to detail	Interview Assessment References
12. Customer focused approach displaying tact, diplomacy, empathy and the ability to influence customers behaviour	Interview Assessment References



13. Ability to retrieve, process and store information.	Interview Assessment References
14. Displays a commitment to continuous professional development and development of the service	Interview Assessment References
15. Commitment to develop and maintain digital skills and awareness of new technology used by the public	Interview Assessment References
16. Customer care and customer service principles	Interview Assessment References
17. Use of websites and other digital media to provide services to customers	Interview Assessment References
Our values	
18. Respect	Interview Assessment
19. Together	Interview Assessment
20. Accountability	Interview Assessment
21. Openness	Interview Assessment
22. Curiosity	Interview Assessment
Other	
23.	
24.	
25.	

Approval

Manager's job title:

Date:

