

# Job Description

<b>Job Title</b>	Customer Contact Assistant	<b>Post No</b>	
<b>Grade</b>	3	<b>Location</b>	Manby/Spadling (or other locations mutually agreed)
<b>Reports to</b>	Customer Contact Team Leader		
<b>Responsible for</b>	N/A		
<b>Job Family &amp; Purpose</b>	<p>To be the first point of customer contact, processing and resolving enquiries covering a wide range of Council services. To focus on performance and with the continual development of this busy service, assisting to achieve the priorities and objectives of the Company and its Clients.</p> <p>To understand the need to work effectively and actively promoting and education customers of the self-service and digital options available.</p>		
<b>Organisational Context</b>	<p>The Company, which is owned by East Lindsey and South Holland District Councils, provides core services to the councils. The Company has an integrated ('one-team') ethos with an emphasis on delivering outstanding services and improved performance to the client councils.</p> <p>The Customer Contact Function is strategically and operationally accountable for the delivery of the Client's Customer and Tourist Information Services via face to face, telephone and on-line channels. Customer Contact represents the "face" of the Client to the residents and users of services and is required at all times to deliver best in class service with a high degree of professionalism and customer friendly access.</p>		

## Summary of Key Accountabilities/Responsibilities

- To be the first point of contact for all customer enquiries via various channels, taking ownership and responsibility for these enquiries promptly and pro-actively, diagnose and resolve at first contact where possible
- To promote all Chanel Shift initiatives of the Company & Clients to Customers with regards to new technologies, savings efficiencies and the ability to self-serve
- Carry out general clerical duties including(scanning, indexing, filing, downloads and various mailboxes) all to specific daily deadlines
- To be an active part in service development both as an individual and through 1-2-1's and team meetings
- Ensuring that all actions relating to each service or information request are accurately entered onto the appropriate system.
- To ensure the core functions of all Customer Contact areas operate and comply in accordance with established policies and procedures
- To act as the customer champion at all times, taking all necessary steps to make sure that customer enquiries are dealt with efficiently and effectively, meeting and where possible exceeding customer service standards set out in the Customer Charter
- Liaising with representatives from Company and Client Departments to problem solve when necessary e.g. owning a Customer enquiry from start to successful completion

- Ensure that customers are treated equally irrespective of age, gender, ethnic origin, disability, religion or sexual orientation
- To deal with the daily incoming and outgoing mail, ensuring correct distribution and allocation
- The maintenance of efficient stock and stationery levels, and the effective display of all relevant forms, leaflets and public material where applicable
- To work within Health & Safety Regulations and advise on any non-compliance. Also to be aware of the customers health and safety. To be prepared to deal with situations as they arise in order to maintain a safe environment for both customers and staff
- As required to be responsible for the security and handling of payments
- To keep abreast of all changes within the Company, also maintaining excellent local area knowledge, in order to be able to deal with any arising queries from residents and visitors
- Undertake regular training to gain skills required for the role
- To actively promote the Client's operations by informing customers of other services that are provided online where possible and deal with the challenges that this may present in their transition
- Cover reception function where necessary
- To endeavour to keep customer wait times to a minimum through efficient working
- To work flexibly and at various locations, when reasonably called upon, to enable effective and appropriate staffing levels to meet customer and client demand
- Carry out all other roles or tasks that are consistent with the level of this post or that fall within the scope of the role thereby ensuring that the overall business and operational priorities of the Company are delivered in a timely and effective manner

<b>Resource Accountability</b>	<b>Budget</b>	None
	<b>People</b>	None
	<b>Estates/Facilities/ Hardware</b>	None
<b>Planning and Organising</b>	<ul style="list-style-type: none"> <li>• Own workload to ensure all performance standards are met</li> <li>• Other activities and specific tasks and projects as required</li> </ul>	
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• Operational decisions relating to managing own workload and Health &amp; Safety matters within service standards</li> </ul>	
<b>Internal and External Relationships</b>	<ul style="list-style-type: none"> <li>• Company management and staff</li> <li>• External customers and stakeholders</li> </ul>	

## Knowledge, Skills and Experience Needed

### Essential

- **Education/Qualifications/Training**
  - High level of education, including GCSE level C or above in English & Maths & ICT
  - Data Protection Awareness
- **Experience**
  - Experience of dealing with customers both via various channels, including written, verbal and face to face
  - Experience of team work

- **IT Skills**
  - Computer literate
  - Accurate keyboard skills
  - Experience of Microsoft applications particularly Outlook
  - Good and efficient web-based interactive skills (researching)
- **Communication Skills**
  - Be able to communicate effectively and accurately both in writing and verbally in order to collect, process information
  - Good listening skills
- **People Skills**
  - Supportive of team members and contribute to the achievement of team goals
  - Committed to customer care and offering first contact resolution where possible
  - Committed to the Equality and Diversity ethos
  - Be able to deal with customer conflict and difficult situations
  - Ability to demonstrate empathy
- **Administration Skills**
  - 'Right first time' recording of information and Service processing
  - Logical and methodical
  - Be able to maintain accurate and up to date records
- **Personal Skills**
  - Excellent interpersonal and customer service skills including a polite, patient, professional, persuasive and helpful attitude
  - Be able to work using own initiative
  - Be highly motivated
  - Be flexible to the needs of the service and adaptable to change
  - Excellent attendance record and personal well-being ethos
  - Demonstrate excellent time management skills
  - Professional approach and appearance
  - Trustworthy, reliable & honest
  - A team player
- **Other**
  - A valid current driving licence

## Desirable

- **Education/Qualifications/Training**
  - A Level education
  - Hold or be prepared to study for Customer Service qualification such as NVQ or equivalent
  - Health and Safety training
  - Freedom of Information Awareness
- **Experience**
  - Experience of working in a customer-focused environment offering advice, supplying information and problem solving and complaints
  - Telephony Experience
  - Local Government knowledge
  - Experience in a multi-service delivery environment
  - Experience of dealing with payments received

- **IT Skills**

- Experience of a Customer Records Management system
- IT Data input and extract

- **Other**

- A good local knowledge of the East Lindsey & South Holland districts, including places of interest, historic sites, plus forthcoming events

It may be necessary to vary duties and responsibilities from time to time. This Job Description will be subject to regular review to ensure it continues to reflect the job requirements and to incorporate any change that might be necessary. Reviews and any consequential changes will be in consultation with the post holder.

<b>Date of Completion</b>	10.04.2019
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<b>Author</b>	
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<b>Version/Reason</b>	Rebrand
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<b>Review Date</b>	
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