

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Service: Chief Executive - Partnerships

Post No: 10001060

Job Title: Customer Support Assistant

Reports to: Commercial Support Manager

Grade: 1-3

MAIN PURPOSE OF THE ROLE

- To work within a customer-focused team dealing with the Customer Service Hub enquiries from the public. These enquiries will be mainly dealing with Housing Benefits and Council Tax but will be expanding to support other areas within the Council.
- Assist in developing the Council's goal of establishing and developing a Council-wide Customer Service Centre.
- Providing support to the Council's main Switchboard dealing with general enquires and forwarding callers to the appropriate officers/sections within TDC.
- Providing face to face customer services dealing with general enquiries, forwarding customers to the appropriate officers/sections within TDC and sign-posting customers to self-serve.
- Providing support to internal customers with generic emails and promoting the use of online forms and self-service in line with TDCs Channel Shift Strategy.
- To assist and encourage members of the public to use the Council's self service kiosks

JOB ACTIVITIES

- Answer calls from members of the public making general and specific enquiries
- Deal with members of the public face to face answering general and specific enquiries.
- Provide factual information or put them in touch with appropriate officers as required
- General administration duties within the Customer Service Centre including:
 - i. maintaining customer records
 - ii. chasing enquiries referred to other services
 - iii. sending out various forms and documents to external organisations internal services and individual customers
 - iv. triage generic emails
- Responding flexibly to resource specific areas of need within the Customer Service Centre.
- Continue to increase knowledge of all the different areas of the councils services in order to respond to customer queries.
- To attend training and team briefing sessions and to participate in the process of continuous improvement in customer service
- Such other duties as may be required.

GENERAL

The post-holder will

- Communicate with the public, other services and outside organisations
- Undertake varied and relatively more complex work for which the appropriate Grade will be paid in accordance with the Career Advancement Criteria
- Change rapidly from one task to another during the working day often under pressure as required
- Work to ensure optimum performance in service delivery within their area of responsibility
- Always seek the advice of the Customer Contact Manager when dealing with difficult or contentious issues.

SPECIAL CONDITIONS

- Fundamental to the responsibilities of this post is the ability to respond flexibly, positively and successfully to the ever changing pressures which local authorities face, adopting professional techniques and good practice at all times.
- The Health and Safety at Work Act and other associated legislation places responsibilities for Health and Safety for all employees. Therefore, it is the post-holder's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and other employees in accordance with legislation and the Council's Health and Safety Policy. Specific duties are outlined in the Policy.
- You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.
- You must work to any standards imposed by the Council in maintaining and improving its status under Investors in People (IiP)

This job description is a guide to the duties the post-holder will be expected to undertake. It is neither exhaustive nor exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Role Title: Customer Support Assistant

Post No: 10001060

It will help the assessment of your application if you ensure it addresses how you meet each of the requirements set out in this document. If appropriate, please set out the actions you are willing to take to close any gaps.

PROFESSIONAL & TECHNICAL DEVELOPMENT

1. A Level 2/3 Customer Service qualification (commensurate knowledge gained through experience and personal development will be considered).
2. Experience of working in a complex and diverse organisation undertaking similar functions and duties to those in the job description.
3. Having a consistent record of giving sound advice and dealing with customers at the first point of contact.
4. Demonstrable literacy and numeracy skills.
5. Proficient in MS-Word, Excel and Outlook (a Level 2 IT qualification would be an ideal way to demonstrate this).
6. Eligible to work in the UK.

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

1.1 Deciding and Initiating Action

- a. Makes prompt, clear decisions which may involve tough choices or considered risks.
- b. Takes responsibility for actions, projects and people.
- c. Takes initiative, acts with confidence & works under own direction.
- d. Initiates and generates activity

2.1 Working with People

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

3.1 Relating and Networking

- a. Establishes good relationships with customers and staff
- b. Builds wide and effective networks of contacts inside and outside the organisation
- c. Relates well to people at all levels
- d. Manages conflict
- e. Uses humour appropriately to enhance relationships with others

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction.
- b. Sets high standards for quality and quantity.
- c. Monitors and maintains quality and productivity.
- d. Works in a systematic, methodical and orderly way.
- e. Consistently achieves project goals.

6.3 Following Instructions and Procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority
- b. Follows procedures and policies
- c. Keeps to schedules
- d. Arrives punctually for work and meetings
- e. Demonstrates commitment to the organisation
- f. Complies with legal obligations and safety requirements of the role

Applicants should note:

That the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role which will be used in the on-going appraisal of the person appointed.

The successful postholder will be expected to undertake the personal development necessary to fully meet the requirements of the Role Description and Person Specification e.g. gaining a qualification to validate knowledge obtained through experience.