

**Post Title: Customer Service Officer**

**Accountable to: Customers Services Managers**

**Grade: SO 1**

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### **Purpose of Job**

The purpose of the role is to provide assistance to the customer services managers. To take overall responsibility and manage specified aspects of the customer access projects being delivered via the customer services team. To be responsible for the external and internal communications. To manage cover for the reception desks and ensure customer service is delivered in-line with the council's customer service standards.

i.e. intranet, internet, Newsroom, Your Cumbria. The communication in person and in writing with Members is a vital part of this role

### **Main Duties and Responsibilities:**

1. To assist the customer service manager on the face to face customer access project. To ensure efficient delivery of services to customers via all local links.
2. To be responsible for the signage at local links i.e consistency of brand, applying for planning permission and accuracy of information.
3. To ensure all external written communications are updated and available for staff and the public in relation to the face to face customer access project.
4. To manage the uniforms scheme for staffs in the local links, ensuring the correct allocation of uniforms are provided on an annual basis. To proactively source more efficient ways of providing uniforms to staff in the future, using the procurement guidelines and team.
5. To actively promote good customer service internally and externally by ensuring all communications in relation to the customer access project are accurate and updated, e.g. intranet, internet, Newsroom, Your Cumbria, etc.. To ensure communications to members are regular and as this is a vital part of the success of the customer access project the communication in person and in writing with Members is a vital part of this role
6. To organize the launch and opening events for the local links projects e.g. press releases, catering, invitations, speeches and photography.

7. To organize training programmes for staffs in local links in relation to all services being delivered and to be delivered.
8. To liaise with contractors and suppliers in relation to furnishings and equipment for local links. Following procurements guidelines and best practice.
9. To assist with budget management for the face to face projects and ensure all projects are delivered within budget.
10. To attend where appropriate community meetings in relation to the local links projects.
11. To facilitate, manage and collate consultation events and information for customers in deciding location, services and opening times for the local links project.
12. Ensure the Council's customer service standards are always adhered to. Where necessary, put the customer in contact with appropriate colleagues or departments, ensuring required information is transferred efficiently.
13. Participate in Council projects as and when necessary, e.g. Involvement in changing processes and service improvement or undertaking customer satisfaction and performance monitoring surveys.
14. Attend and participate in team and departmental meetings as required, supporting colleagues and sharing information appropriately.
15. Undertake training to learn new systems and services as required.
16. The post holder will take a flexible approach to changing patterns of work and will carry out any other reasonable customer service duties as directed by the Customer Services Managers with appropriate support and guidance.
17. Hold or give commitment to attain NVQ2/3 Customer Care qualification within 12 months of appointment.
18. Ensure all face to face customer access projects follow the equality and diversity policies set out by the council.
19. Effectively liaise with the Councils approved partners on areas of customer service that require their service provisions. To approach and consider the Councils approved partners in the delivery of excellent customer service
20. Work collaboratively with council colleagues to improve customer service delivery and proactively develop your own awareness of wider information and services relating to the Council and the local area.

21. To undertake any other duties as may be required within the overall purpose of the job.

POST: Customer Service Officer

ACCOUNTABLE TO: Customer Service Managers GRADE: SO 1

|                           | ESSENTIAL  | DESIRABLE   |
|---------------------------|--|---|
| EXPERIENCE                | <p>Minimum of 2 years experience in a front line customer care role.</p> <p>In- depth experience of using IT systems in a working environment.</p> <p>Proven experience of managing and organising public events.</p> <p>Project management of public awareness campaigns from conception to conclusion.</p> | <p>Internet information management.</p> <p>Communication planning e.g. leaflets, publications and internet.</p> |
| QUALIFICATIONS            | 4 GCSE's grade A-C or equivalent (including English)   | <p>NVQ II/III in Customer Service or equivalent.</p> <p>PRINCE 2</p>  |
| SPECIAL SKILLS/ATTRIBUTES | <p>Commitment to concept of customer care.</p> <p>The ability to travel throughout Cumbria.</p>  |   |

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|  | <p>Ability to follow Procedures.</p> <p>Ability to communicate effectively orally &amp; in writing with service users &amp; professionals.</p> <p>Ability to priorities and organise whilst working under pressure</p> <p>Self motivated, enthusiastic, approachable and helpful</p> <p>Committed to own personal development and training</p> <p>Use own initiative</p> |  |
| <p><b>KNOWLEDGE AND COMMITMENT</b></p> | <p>Understanding of concept of confidentiality</p> <p>Flexibility</p>  | <p>Possess good knowledge of Cumbria County Councils Structure and local government services</p> |