

Job Profile

Customer Service Officer

Grade D

Date created: 13th March 2017

About the Job

- To operate as part of a team providing the efficient day to day operation of first point of contact for telephony, face to face and online support services within the customer services department of Gloucester City Council. You will enable customers to resolve issues first time and focusing on encouraging customers to self-serve.
- This is one of a number of posts that will work flexibly as a team ensuring that the service is delivered effectively, efficiently and customer focused and with regard to the principles of asset based community development.

This is what we need you to do...

- Deliver a high standard of customer service across all channels. Recognise when customers are vulnerable or require extra assistance and ensure their needs are met, in a professional manner, maintaining high levels of first point of contact resolution and customer satisfaction.
- Supporting, encouraging and facilitating customer self-service to enable them to resolve their own queries at the first time of asking in a timely manner.
- Provide a service that understands and recognises the diversity of its customers, including being assertive, polite and professional at all times in possibly difficult and abusive situations.
- Maintain good knowledge of regulations, legislations and procedures to provide a one stop shop regarding Council Tax and Taxi Licensing and develop specialist knowledge on Environmental, Street Care issues, Elections, Pest Control etc.
- Confidently work across all customer communication streams ensuring that the service is up to date and information provision is accurate.
- Make decisions in response to continually changing customer needs and expectations. This includes anticipating demands and forward thinking but also solving on the spot problems.
- Utilise technology to retrieve and transfer information when taken over the telephone / face to face to the digital platform on an exceptional basis.
- Contribute to the delivery of service plans in order to meet the council's corporate plan priorities in accordance with the requirements of the Customer Services Transformation Manager
- Maintain and develop constructive relationships as part of a collaborative working environment.
- Engage with stakeholders (internal and external) through effective communication to ensure good performance and continuing service improvement.
- Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Consider the financial implications of any activities affecting the use of council funds, seeking best value for money and identifying or recommending more cost-effective options.
- Take on any other additional duties as reasonably required within Gloucester City Council.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Demonstrable experience of working in a customer service environment.
- Flexible customer focussed approach with experience in delivering high standards of customer service.
- Experience of successfully working in a team and be flexible and adaptable to changing priorities.
- Experience of handling difficult situations including complaints handling, sensitive issues, unusual requests and coping well under pressure whilst in public situations.
- Experience of coping well under pressure and dealing with difficult situations.

Knowledge, Skills and Understanding

- Must be competent at multi-tasking.
- Strong written and verbal communication skills.
- A flexible team worker with a 'can-do' attitude.
- Ability to confidently make decisions, communicating them clearly, whilst often working under conflicting pressures.
- Ability to work effectively as part of a team and be flexible and adaptable to changing priorities.
- Ability to work with changing technology and embrace change and digital transformation.
- Ability to problem solve – less referrals, more ownership.
- Ability to interpret and understand data to provide accurate advice to customers.

Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 1 of Gloucester City Council's Employee Behaviours Framework

Education & Qualifications

Essential

- A good level of general education

Desirable