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| Job Title: Customer Services Information Guide | Role Profile Number: SBC_11962 |
| Grade: Level 4 | Date Prepared: 03.10.23 |
| Directorate/Group: Enabling | Reporting to: Customer Service Team Leader |
| Structure Chart attached: | No |

Job Purpose

To support the residents of Swindon in accessing the many services provided by the council. To deliver an evolving support service whereby we encourage and support customers to access information online; adopting a digital first approach. Understanding the customers’ needs and signposting to relevant support services either inside or outside of the Council. Giving information on Council Services, escalating queries and requests for work to relevant service area.

Key Accountabilities

- To answer calls and messages from customers, using our call centre technologies.
- To answer emails from customers using digital email technology.
- To listen attentively to customer requirements asking pertinent questions to establish facts in order to gain a full understanding of the customer’s needs.
- To maintain customer service standards by answering customer’s telephone calls and emails, being courteous, welcoming and professional at all times.
- Once the customers’ needs are understood, give them the support and confidence to self-serve to answer their own query or by using Council equipment with a view to using their own where possible in the future.
- Where the customer is unable to self-serve even with your support, you will provide a clear and concise response to enquiries and ensure all information given is correct and accurate in response to the customer enquiry.
- Participate in the training, development and digital skills to help your team deliver the excellence our customers expect.
- Looking and suggesting ways for continuous improvements
- To refer unresolved actions to the senior, Team Leader, or other service areas.
- To cover calls from other service areas as and when required.
- To consistently meet contact centre KPI targets
- To adhere to the Data Protection Act.

Knowledge & Experience

- Previous Customer Services experience, preferably in a fast-paced contact centre environment
- Exemplary Customer Service skills
- Role model in positive behaviours
- Excellent listening skills
- Ability to communicate effectively in a team and on your own
- Ability to work in a fast-paced environment
- Ability to multi task
- Good keyboard skills and the ability to work under own initiative within a pressured team-based environment.

Qualifications

- GCSE level or equivalent qualification or work experience

Decision Making

- Wide range of internal and external contacts including directors, senior managers, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.

Contacts and Relationships

- Working in our Customer Services department. Wide range of internal and external contacts including residents, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.

Qualifications

- Educated to a GCSE level standard or equivalent; or has significant experience in a similar role
- Strong analytical skills
- Strong communication skills

Decision Making

- Be able to receive multi-channel information and make quick, accurate decisions
- Be proactive in tracking and chasing responses from a range of officers and agencies
- Ability to be reactive to respond to any immediate support requirements
- To manage own workload with minimum supervision and apply pragmatic solutions to challenges as they arise

Creativity and Innovation

- To identify opportunities and recommend service improvement changes

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| Employee Signature: | Print Name: |
| Date: | |
| Line Managers Signature: | Print Name: |
| Date: | |

