

Post title:	Customer Service Officer
Grade:	F
Responsible to:	Team Leader
Staff managed:	None
Directorate:	Central Services
Service:	Customer and Revenues and Benefits
Job family:	C&A - Customer & Administration
Date of issue:	January 2023

Job context

- The customer service centres are committed to providing excellent and effective service to all enquiries and putting customers at the centre at everything we do. Working with internal and external customers covering a wide range of council services across multiple contact channels.
- The customer service teams deliver a number of complex services across a multi-channel environment with many changing seasonal variations in customer demand. The service continues to grow and transform in line with new processes and as services and work areas transfer to the centres.
- To present a positive and professional image for North Yorkshire Council.
- This role involves spoken communications, so a confident use of English language is required.
- The post will be based in one of the Customer Service Centres across North Yorkshire.
- Willingness to undertake a DBS/Enhanced DBS check where required.

Job Purpose:

The core focus of this job is to provide a first point of contact for customers in the day-to-day delivery of a quality service within the Council's customer service centres. The post holder will be responsible for receiving and processing all enquiries in line with local and central government requirements.

Operational management:

- To deal with customer enquiries through all contact channels including telephone, post, email, face-to-face, online and new channels implemented in the future.
- To take ownership of customer enquiries and to deal with them using a range of support materials and solutions where appropriate and resolving any issues.
- To adopt and promote a customer focused approach to all duties, demonstrating our workplace values and adhering to customer service standards and the customer charter.

	<ul style="list-style-type: none"> • To enter into positive and controlled dialogue with customers. • To arrange for customers to receive specialist advice if needed and make appointments for customers as necessary. • To maintain confidentiality in line with the Data Protection Act, Council's data management policy at all times. • Deal with customer complaints and feedback in accordance with procedures • To assess information from various sources and handle documentation when dealing with enquiries within set procedures. • To take electronic payment transactions and where required handle cash and cheque in line with procedures. • Carry out any other customer service / business support duties commensurate with the nature of the role with appropriate support and guidance.
Resource management:	<ul style="list-style-type: none"> • Provide access to services, across both the council and partners, that focuses on the needs of the customer • Deliver services at the first point of contact • Ensure a continually improving, high quality customer experience • Participate in developing transformation of service across the council and local government in line with customer needs and expectations • Able to work flexibly as operational needs require, with mobility to work in other locations as required. • Drive down the cost of services using technology, performance management, forecasting and planning to best effect • To show commitment to training and development opportunities to maintain and develop knowledge and skills to provide professional, efficient customer service.
Partnerships:	<ul style="list-style-type: none"> • To develop, maintain and strengthen working relationships and encourage the involvement of all appropriate partner agencies and organisations in order to improve the flow of information to customers. • Work with operational staff and external agencies in order to ensure that enquiries are dealt with in line with statutory responsibilities and within the Council's procedural requirements.
Strategic management:	<ul style="list-style-type: none"> • Make recommendations on changes to process or protocol to drive performance improvement • To contribute to quality assurance systems in accordance with agreed standards
Communications:	<ul style="list-style-type: none"> • Liaison with colleagues at all levels including across other council services, external partners, organisations, businesses and members of the public. • To ensure good working relationships with colleagues, provide support and maintain a two way communication. • To promote a positive and professional image of the Council. • Provide information to customers through various channels, including telephone, electronically and face to face • To deal effectively and safely with difficult situations, including conflict • Maintain records and information systems to meet performance reporting requirements and to support analysis of data.

	<ul style="list-style-type: none"> • To participate fully in all initiatives, which facilitate continuous improvement in both service quality and employee development and performance. • The outline duties may vary from time to time without materially changing the character or level of responsibility. These factors are reflected in the post grade
<p>Systems and information:</p>	<ul style="list-style-type: none"> • Ensure strict confidentiality at all times. • Know about the data protection issues in the context of the job role • To be aware of and adhere to the Council's Corporate Customer Service Standards and Customer Charter. • Record all customer contacts and requests for services using the call logging system and other appropriate databases. • Ensure the safe keeping of documents and any monies received in the course of official duties. • Actively maintain and develop working knowledge of council wide services and procedures. Learn new systems and services as required and share knowledge with the wider team. • Update and maintain data for management information reports as required.
<p>Safeguarding:</p>	<ul style="list-style-type: none"> • Awareness of safeguarding requirements and to deal with any concerns in line with guidance.

Person Specification:	
Essential	Desirable
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Experience of working in a customer focussed environment, dealing with the public, by telephone or in person. • Experience of dealing with customer enquiries • IT competent with experience of customer databases, internet application and Microsoft Office. • An understanding of Data Protection legislation. 	<ul style="list-style-type: none"> • Understanding of Local Government and services. • Experience of dealing with complaints and difficult enquiries. • Experience of using telephone call-handling systems • Ability to assimilate legislation/policies/procedures and to implement them • Working knowledge of council tax and/or housing and council tax benefit legislation.
<p>Occupational Skills</p> <ul style="list-style-type: none"> • Ability to communicate effectively with wide range of people. • The ability to converse at ease with customers and provide advice in accurate spoken English. • Ability to communicate clearly both verbally and in writing • An understanding and commitment to service delivery and customer care. • Ability to deal effectively with complaints and difficult situations. • Ability to cope with competing demands and manage time effectively to meet performance targets. • Ability to work on own initiative and within a team • A commitment to training and continued personal development. • Makes suggestions for improvements to procedures and processes where applicable and work with colleagues to develop these further. 	
<p>Behaviours</p> <p>https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives</p>	
<p>Professional Qualifications</p> <ul style="list-style-type: none"> • Level 2 qualification in numeracy and literacy 	<ul style="list-style-type: none"> • Customer service NVQ Level 2 or appropriate equivalent qualification.
<p>Other Requirements</p> <ul style="list-style-type: none"> • Willingness to work as part of a rota. Your normal weekly hours will be worked from Monday to Friday on a rota basis in accordance with the needs of the service and will be notified to you by your manager 	

- Ability to work flexibly to meet operational needs and customer demand.

Career progression:

- At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
- As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.

Structure



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graph TD; A[Customer Service Officer] --- B[Team Leader]
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Team Leader

Customer
Service
Officer

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill-specific areas during the selection process.