

## Job title: Customer Service Advisor (CSA) - Casual

**Department: Finance and Resources**

**Service: Customer Services**

**Grade: Casual Post**

**Post Reference Number: 17970**

### 1 Job purpose

**To act as first point of contact for enquiries, requests and complaints relating to the wide range of services delivered by Nottingham City Council for members of the public and all visitors via any access channel, providing an excellent service to these customers of the council.**

**To identify the needs of those customers at first point of contact and then to address that need effectively and efficiently, personally wherever possible, or else by referring the customer to the appropriate person elsewhere in the Council.**

### 2 Principal duties and responsibilities

1. Deal with customer enquiries, payments and assist with non-complex complaints via any access channel, providing resolution or referral where appropriate
2. Delivers excellent customer service appropriate to the needs of customers and with particular reference to vulnerable customers. This includes assisting customers in their understanding and completion of relevant documentation: forms, applications and registration.
3. Follows the correct procedures for the delivery of services, including where relevant those for the assessment of need and eligibility, working within relevant service standards and performing against agreed targets.
4. In cooperation with colleagues, agrees and participates in duty rotas that meet parameters set by management in order to provide levels of cover needed to manage demand
5. Provides support and mentoring to new staff or colleagues requiring development as and when required.
6. Operates, maintains and accurately updates the Council's systems as necessary, including the corporate telephony platform.
7. Responsible for delivering performance in accordance with individual and team targets and corporate priorities in order to deliver continuous improvement.
8. Contributes to the development of improvements in service and customer experience and assists in the implementation of such developments, including systems, processes and procedures.
9. Presents a professional image of Nottingham City Council at all times while on duty and/or identifiable as a Council employee, wearing a supplied uniform if required.

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10. Work on a rota according to service demand which may include occasional weekends, working from home or at any Nottingham City Council building as required.

**3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality Scheme 'Fair & Just' and health and safety standards and to participate in training activities necessary to their post.**

**4. All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.**

**5 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**6 Numbers and grades of any staff supervised by the post holder: None**

**7 Post holder's immediate supervisor: Customer Hub Manager**

**Prepared by/author:** Dom O'Melia

**Date:** Nov 2019

**Job title:** Customer Services Manager

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**Note:** This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

**Signature:** ..... **Date:** .....

# Person specification



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City Council**

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Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
<b>Knowledge</b>	Detailed knowledge of the wide range of services provided by the Contact Centre, or the ability to learn about and understand these services within 3 months.				✓	
<b>Customer focus and communication</b>	Demonstrates understanding of issues from the customers' perspective.		✓		✓	
	Able to search information systems and use own knowledge to provide information and resolve requests.		✓	✓	✓	
	Actively listens to the customer and asks appropriate questions to identify customer needs.			✓		
	Takes ownership of customer enquiries and problems.		✓		✓	
	Manages difficult conversations calmly and effectively.			✓		
	Advises on options, suggests alternatives and/or improved solutions.		✓		✓	
	To liaise with other colleagues or partners to resolve customers issues		✓		✓	
	Able to operate telephony and other equipment provided.		✓	✓		
	Prioritises and plans own workload.		✓			
	Understands and recognises Contact Centre service requirements in resolving enquires received by phone, email or via the internet.		✓		✓	
<b>IT Skills</b>	Able to navigate between multiple IT applications to respond to customer enquiries.		✓	✓	✓	
	Uses systems correctly and updates accurately.		✓		✓	
<b>Contributes to development of</b>	Learns from own mistakes and those of others.		✓		✓	

<b>service improvements and customer experience</b>	Draws from own experience to suggest improvements in processes and service delivery.		✓		✓	
	Participates with others in workshops and process reviews as required.		✓		✓	
<b>Work to promote mutual respect and good relations</b>	An understanding of the City Council's Equality Scheme, a commitment to its implementation and application in employment and service delivery.		✓		✓	
	Works well as a member of a team.		✓		✓	
<b>Work Related Circumstances</b>	Willingness to comply with the City Council's non-smoking policy.		✓			
	Must be willing to undertake a DBS check at the appropriate level.		✓			

**P:** Pre-application    **A:** Application    **T:** Test    **I:** Interview    **D:** Documentary evidence

**Prepared by/author:** Dom O'Melia

**Date:** ' Oct 2016

**Job title:** Customer Services Team Leader