



# Job description

## **Job title: Customer Service Advisor**

**Department: Communities**

**Service: Sport Culture and Parks**

**Grade: C**

**Post reference number:**

**JE Reference: JE1000001050**

### **1. Job purpose**

**To provide a proactive and efficient support service to citizens and members of the general public, act as first point of contact for telephone, e-mail and written enquiries directed to the Sport and Leisure Service. To identify the needs of those customers at first point of contact and then to address that need effectively in a consistent way ensuring consistent service delivery.**

### **2. Principal duties and responsibilities**

1. Deliver excellent customer service, appropriate to the needs of customers. Advise and respond to a range of enquiries from customers, screening telephone calls for Leisure Centres, signposting appropriately, processing bookings for courses classes and activities via payment platforms and providing resolution or referral where appropriate.
2. To proactively build and develop a positive reputation for Sport and Leisure Service by acting as an ambassador when dealing with customers, other colleagues and external partners ensuring a positive customer and citizen focused approach at all times.
3. To effectively communicate with colleagues in Nottingham City Council face to face, in writing and over the telephone adhering to customer service standards and ensuring consistent delivery of service.
4. To provide a direct customer contact service to support memberships including direct debit queries and special events or promotions for the service as appropriate.
5. Providing updates to service specific information sources for customers such as website and social media pages.
6. Undertake general administrative tasks for the service with the use of IT systems and other software packages required for the day to day operation of the service.
7. To support the development training of new colleagues to ensure consistency of service delivery.
8. To manage setting up of Direct Debit memberships for customers over the telephone adhering to strict policy, procedures, including scripts and financial regulations.
9. To ensure confidentiality and integrity of customers' information, adhere to Data Protection Policy and ensure preventative measures are undertaken to help reduce the risk of a security incident occurring.

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10. Providing service specific support to customers through enquiries for block bookings, private hire and other income generating aspects of the service. Adhering to financial regulations, monitoring income and offering support to customers in their understanding with completion of relevant forms and applications where appropriate.
  11. Working within service quality standards and performing against agreed targets.
  12. Present a professional image of Nottingham City Council at all times while on duty and/or identifiable as a Council employee.
  13. Work on a prepared rota to cover service opening hours

**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 and Diversity Policy 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 Service Manager**

**Prepared by/author:** Nicola Smyth

**Date:** 20th July 2016

**Job title:** Service Manager Sport and Leisure

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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



**Nottingham  
City Council**

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Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
<b>Work to Promote Mutual Respect and Good Relations</b>	Knowledge of and commitment to Nottingham City Council's Equality and Diversity Policy		✓			
<b>Customer focus and communication</b>	<p>Excellent customer service skills and the ability to work in a busy customer contact centre.</p> <p>Ability to search IT and manual information systems, to provide information and resolve customer requests.</p> <p>Ability to assist in resolving and monitoring non-complex customer queries or complaints including membership queries.</p> <p>Ability to deal with customer enquiries professionally, by phone, e-mail or in writing quickly and efficiently.</p> <p>Ability to record and maintain accurate data including member record creation and direct debits</p>		✓	✓	✓	
<b>Contact Centre Skills</b>	<p>Ability to operate telephony and office equipment</p> <p>Ability to plan and prioritise own workload to meet deadlines, in a fast moving environment.</p> <p>Ability to work well as a member of a team, and on own initiative.</p> <p>Willingness to undertake further training where required</p>		✓		✓	

<b>IT Skills</b>	<p>Basic IT competence for software packages, including accounts, E-mail, Word Processing &amp; spreadsheet skills</p> <p>Confident in the use of social media and other platforms to actively promote the service.</p>		✓	✓	✓	
<b>Work related circumstances</b> <b>Work to promote mutual respect and good relations</b>	<p>Ability to work flexibly within the needs of the service, on a pre-planned rota.</p> <p>Presents a professional image to customers, wearing an NCC uniform when required.</p>		✓		✓	
<b>Work Related Circumstances</b>	<p>Willingness to comply with the City Council's non-smoking policy.</p>		✓			

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

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