

Job Description

JOB TITLE	:	Customer Support Officer
GRADE	:	6
POST NO	:	0092, 0114, 0131, 0139, 0149, 0190, 0739, 0741, 1013, 1134 - 1137, 1146, 1169 - 1170, 2169, 2171, 2173 - 2175, 2411 & 3600 - 3603
SERVICE	:	Help Me With My Financial/Housing Problem System
UNIT	:	Customer Access
REPORTS TO	:	Customer Support Team Leaders
RESPONSIBLE FOR	:	None
LIAISON WITH	:	Customers, Officers and Councillors of the Authority. Landlords, DWP, HMRC, other Local Authorities, Customer Representatives, community & voluntary organisations and other relevant organisations and stakeholders

PURPOSE OF JOB

- To deliver a consistently excellent and accurate service to all customers telephoning or visiting the Customer Services.
- To resolve queries at the first point of contact, pulling in expertise where required.
- To gather a complete picture of the problem to be solved and provide a pro-active response, tailored to meet individual's needs.
- To assist customers in resolving their housing and financial problems and other Council related queries.
- To support customers in gaining financial independence and sustainable accommodation.

MAIN ACTIVITIES

Advising and Supporting Customers

1. To respond, with courtesy and sensitivity, to a wide range of queries received through all channels from within and outside of the 'Help Me With My Financial/Housing Problem System', including Benefits, Council Tax, Housing, Parking, Planning and Environmental Health, and to actively maintain and develop an extensive, up to date and relevant working knowledge of council wide services and procedures.
2. To work flexibly to meet demand, covering all aspects and roles of the Customer Support function as needed, including that of Floorwalker, Receptionist and Telephone/Face to Face Adviser, and to effectively manage own time in accordance with the rota and resource needs.
3. To use initiative and problem solving skills to decide the most appropriate action to take to assist customers with their problems, frequently including those with particularly sensitive or complex issues. This may include giving budgeting advice and assisting customers with accessing services online.
4. To utilise an extensive knowledge of relevant legislation and council procedures to process work at the first point of contact. Including updating Council Tax records, advising and making adjustments for Benefit and Housing customers, negotiating arrangements and taking payments for the Payment & Collection team, as well as a range of other tasks for services across the council. Work to only be passed across when further expertise is required.
5. To develop a broad awareness of wider information and services relating to customers' problems, acting as an advocate or signposting where appropriate.
6. To take on aspects of the Revenues Officer role, including processing changes and determining liability and entitlement to discounts, disregards and exemptions, in accordance with Council Tax regulations.

Accuracy and Integrity

1. To ensure that all customer interactions are appropriately and accurately recorded and that there is a proper audit trail for all work completed and passed back.
2. To proficiently use a range of IT systems to address customer's problems, ensuring that data is entered and extracted securely and accurately.
3. To process payments from customers for various services, cash up tills, reconcile stock and investigate simple discrepancies in accordance with audit requirements, ensuring the security of money held within the customer service centre.
4. To keep up to date with all online and written information needed to perform duties within the role and to ensure that such information is updated as necessary.
5. To identify waste work in order to improve the customer experience and the way work flows around the system.

Communication Skills and Performance

1. To employ exceptional interpersonal and communication skills in order to gain an appropriately full understanding of customers' needs, including assessing customer's vulnerability.
2. To adapt language and approach in order to relay complex information, legislation and potentially contentious decisions to a wide range of customers, and to proactively manage customer expectations.
3. Actively participate in regular training and coaching, and take ownership of continuing development, occasionally delivering training to colleagues.
4. Attend and participate in team and departmental meetings as required, supporting colleagues and sharing information appropriately
5. To maintain good working relationships with colleagues through effective team work to ensure the smooth running of the customer service centre and telephone room.

Other

1. Any other duties commensurate with the grade.

DATE LAST UPDATED: December 2015