

# Day in the Life: Customer Focused Officer

Start of  
the day



**The day begins at Front of House in Petters** by switching on IT equipment ready for customers and checking CCTV is working. You then check emails, read updates from SWP on waste collection and get up to speed on SSDC press releases to get ready for customer queries.



**Greet customers as they arrive**, triaging to determine their requirements. A range of customers has arrived: a home finder customer with a forgotten password is assisted. A customer who has moved house is signposted to the self-serve computer and online account. A homeless customer who needs further triaging has an appointment is booked. You call a customer focused colleague for a customer requiring digital assistance.



**Time is spent at reception** ensuring the flow of customers is smooth and assisting the greeter in busy periods. A housing appointment has lots of evidence so this is scanned while the interview is carried out. In a quiet period, emails and SSDC social media is checked and customers responded to and reports raised as necessary.



**You're on cover for digital assistance**, helping customers in creating email accounts, SSDC online accounts and completing applications in semi-private interview booths, upskilling them by teaching them how to upload their own evidence. You discuss their council tax account and signpost them to other organisations for support if required.



**Phone call cover is next**, dealing with a range of calls regarding planning enquiries, payment arrangements for council tax including setting up direct debit, benefits queries, home finder queries, and making an appointment for a Careline demonstration.



**During appointment cover** a customer arrives with a council tax enquiry as they're having financial difficulties. You ensure they have their entitled benefits and discounts, signpost to other organisations, discuss payment options, agree a plan and update their records. A housing appointment requires sorting evidence and ensuring the customer has everything they need for their application. Lastly, check and respond to voicemails from busy periods earlier in the day.

End of  
the day