

Role Description

Role Title: Customer Connect Officer

Location: Yeovil / Agile

Grade: 3-5

Main purpose

Delivering Customer Services to external customers as part of a highly effective and professional multi skilled customer service team. Proactively manage and resolve customer issues through a range of channels, supporting and encouraging customer empowerment and self-serve.

Key tasks

Grade 3

- Work as part of a multi-skilled customer service team to attain the highest possible standards of customer care.
- Proactively manage and resolve a wide range of customer issues through multiple channels e.g. face-to-face, telephone, letter, email, the Customer Portal - referring to other teams within agreed protocols.
- Carry out a range of other related duties e.g. making service bookings, taking and processing payments.
- Work collaboratively with colleagues to improve customer service e.g. undertake customer surveys, highlight opportunities for empowering customers further, participate in multi departmental project teams.
- Proactively market the benefits of digital and self-service channels to all customers and demonstrate and coach them in their use, including rostered floor walking to enable queue management and to encourage and assist with customer self-serve.
- Work with other team members to organise and manage workloads effectively, ensuring that all customer and performance standards and targets are achieved.
- Access and accurately update all relevant information systems, both customer and back office.
- Actively develop and maintain an extensive working knowledge of Council services and procedure.
- Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- To support the continuous improvement of processes and procedures within the service using best practice from others where appropriate.
- To provide support for the escalation of service issues.
- Promote equality of opportunity in all aspects of the role in line with corporate policies, training and procedures.

- Promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
- Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.

Grade 4

- All of the above.
- Provide additional customer service by sharing practical knowledge of more involved tasks across a range of disciplines.
- Involvement in channel shift initiatives and customer enabling projects.

Grade 5

- All of the above.
- Promoting new ways of working, responsible for multi-skilling people within teams and encouraging knowledge sharing across the customer focussed teams.
- Involvement in customer services strategy including interpreting customer intelligence, horizon scanning, and keeping on top of best practise.
- Development of customer services policy and frameworks.
- Support to the Team Leader for operational management of the service as required, including overseeing people and responding to performance information.
- Work with Team Leader to support and develop others within the team.

Personal Specification

Professional and educational qualifications

Essential	Desirable
Grades 3 & 4: <ul style="list-style-type: none"> • Good standard of general education including GCSE at grade C or above or equivalent in English and Maths 	Grades 3 & 4: <ul style="list-style-type: none"> • Educated to A Level standard or equivalent or qualified by strong relevant experience • Local authority related qualification
Grade 5: Educated to A Level standard or equivalent or qualified by strong relevant experience and/or local authority related qualification	Grade 5: Degree or equivalent

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Working within a customer facing environment dealing with complex and/or sensitive enquiries • Retrieving and interpreting information from computerised databases • Complaint handling to successful resolution • Managing a demanding workload • Accurate data input • Payment handling 	<ul style="list-style-type: none"> • Supporting customers to change behaviours

Key Skills

Essential	Desirable
Proactive with commitment to provision of excellent customer service	Able to review processes and recommend better ways of working
Able to communicate effectively both orally	Proficient in the use of Council systems
Numerate	
Accuracy and attention to detail	
Well organised and methodical	
Team worker with ability to work on own initiative	
Resourceful and flexible in approach	
Problem solving and decision making	
Able to perform efficiently and effectively under pressure	
Proficient in MS Office or equivalent	

Knowledge

Essential	Desirable
Good understanding of Council services	Broad and detailed knowledge of Council services, systems and procedures
Knowledge and understanding of relevant legislation and processes	Good knowledge of terminology and acronyms used by service areas
Data protection	Enforcement procedures where applicable
Equalities	