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| <b>Customer Services</b>                 |   |
| <b>Job Description</b>                   |   |
| <b>Customer Service Advisor</b>          |   |
| <b>Grade LS14</b>                        |   |
| <b>Responsible to:</b>                   | Customer Service Team Leader  |
| <b>Responsible for:</b>                  |   |
| <b>Job Objective:</b>                    | To provide excellent customer service to residents on behalf of the council and key partners  |
| <b>Main duties and responsibilities:</b> | Provide a first point of contact for all customers wishing to access council services via all communication channels including: <ul style="list-style-type: none"> <li>• Call Centre</li> <li>• Face to Face</li> <li>• Email/website</li> </ul> Ensuring defined standards of customer service, legislation, confidentiality and security are met. |
|  | Provide first point of contact for all customers wishing to access services via remote contact points within the borough, which can involve working alone.  |
|  | Address customer enquiries quickly and accurately escalating enquiries to specialists where appropriate.  |
|  | Provide contact information for other services/agencies where appropriate.  |
|  | Act as an ambassador for the Customer Service Contact Points for external and internal customers.   |
|  | Participate in the Customer Service Centre rota providing flexibility with working hours where required.  |
|  | Accurate input and retrieval of data from all IT systems as required adhering to data protection guidelines.  |
|  | Contact customers and others to carry out customer service duties such as surveys.  |
|  | Receipt, handling, storage and recording of monies received in accordance with financial standards  |

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Carry out any administrative tasks required to meet the needs of the customer including issuing and checking completion of a wide variety of forms, documents and other information.

Check for false or forged documents to comply with the law, following council policy and procedures.

Be aware of the needs of customers and provide support where required to ensure access to all services are available, and in anticipation of Local Government Reorganisation.

Participate in all required training courses as required which may be at varied locations.

Be a mentor for new staff providing support and guidance where appropriate.

The full range of duties will be in line with the appropriate grade and dependent upon experience and training.

PREPARED BY: Ed Palmer

DESIGNATION: Communications and Customer Service Manager

DATE: June 2026