



Ipswich Borough Council
Job Description: **M20**

Customer Services Advisor Level 1

Main Purpose of Job

To provide a first class customer service for the Council either face to face in the Customer Services Centre or by phone and email in the Customer Contact Centre.

Main Duties

1. Provide customers with prompt, effective and courteous front line services, which meets or exceeds the customer care and service quality standards agreed for the service, paying particular attention to the needs of minority and special needs groups.
2. Deliver information and transactions across one primary service and supporting Corporate Switchboard and Elections enquires.
3. Be competent in using and updating the CRM system, internet, intranet and other computer systems to access information in order to respond accurately to simple and complex customer enquiries.
4. Ensure that the customer is provided with information about any further follow up action that will be taken and case contact details. Advise customers of appropriate supplementary and/or additional services or information as relevant.
5. Contribute to the development Customer Services, through identification of service improvements, participation in team meetings, PDRs, ongoing training and personal development.
6. To assist and promote channel migration, use of internet, email and other automated service delivery to our customers.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



IPSWICH
BOROUGH COUNCIL

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Person Specification

| ATTRIBUTES | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|---|---|--|--|
| Knowledge / Qualifications | <p>5 GCSEs or NVQ Level 2 in Customer Care or 2 years' experience in a customer service related role</p> <p>Knowledge of MS Outlook, the Internet or similar software</p> | | <p>Application / Interview</p> <p>Application / Interview / Test</p> |
| Work related experience, skills and competencies | <p>Experience working in a customer-facing environment.</p> <p>Able to demonstrate good computer /keyboard skills with the ability to find research and extract information.</p> <p>Proven experience in research and problem solving</p> | <p>Knowledge of the provision of Local Government Services</p> | <p>Application / Interview</p> <p>Application / Interview / Test</p> <p>Application / Interview / Test</p> <p>Interview / Test</p> |
| Personal skills | <p>Good level of communication skills both written and verbal</p> <p>Confident approachable manner with the ability to communicate with a range of people.</p> <p>Able to deal effectively with difficult/emotional customers in potentially stressful situations and with sensitive and confidential information</p> | | <p>Application / Interview / Test</p> <p>Application / Interview / Test</p> <p>Application / Interview / Test</p> |
| Special working conditions | <p>Required to adopt the dress code within the service.</p> <p>A flexible approach working within a rota system to cover the services' operational hours</p> | | <p>Interview</p> <p>Interview</p> |