

# Job description

Job title:	Senior Customer Services Officer
Grade:	Level 1 - Grade 7 Level 2 - Grade 8
Job evaluation reference:	CS269a/b
Job family:	Business, Policy & Administration

## Purpose and impact

### Level 1

1. To supervise the undertaking of a wide range of duties relating to the delivery of customer service front line services across various sites and via numerous access channels.
2. To deliver excellent customer service by meeting the needs of both internal and external customers by providing information, advice, guidance and support in relation to a specific service area, as appropriate follow necessary processes and service area guidance.
3. Liaison with other agencies and other interested parties in order to escalate specific issues and follow through to ensure resolution.

### Level 2

4. To offer and put in place the provision of services based on an assessment of the customer needs.

## Key responsibilities

1. To supervise teams including allocations of work, Performance Development and identification of training requirements.
2. To ensure the provision of effective customer service.
3. To deliver high quality and comprehensive front-line services
4. Answer enquiries from customers regarding specific service areas in relation to the provision of services by receiving, recording, responding and researching the detail for these customers through telephone and IT systems.
5. Ensure all enquiries are explored in accordance with legislation, regulation, centre procedures, service level agreements and customer care standards.
6. Provide advice, guidance and support to customers, (including other agencies) on how to access services, listening to identify the full extent of the enquiry and assisting customers to identify issues and needs before deciding upon appropriate action.
7. Gathers, as appropriate, information on customers' circumstances sufficient to make judgments with the support of the Team Leader and other professional qualified staff regarding eligibility for services.
8. Completes necessary processes documentation to ensure referrals for enquiries of the service area are accurately recorded.
9. Consider the complexity of issues and in accordance with service area guidance exercise judgement as to pertinent causes of action, including assessments, arranging services, reviewing outcomes or handing of for further assessment.
10. Responsible for dealing with potential customer complaints from difficult customers, ensuring resolution.
11. Use IT systems to record details of actions taken and services provided.
12. Assists in the training and induction of other team members, participates in team meetings and contributes to the development of services.
13. Attend relevant meetings with a view of raising issues and contributing to the development of the service.
14. Keep up to date with issues relating to service areas, specific changes in legislation, policy and practice.
15. Supervise the work carried out by team members.



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16. Any other duties as required commensurate with the role.

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

### **Supervision and management**

1. Responsible for supervision of team members and undertaking people management techniques.
2. Manage staff to leverage maximum performance through motivational and influencing techniques, effective prioritisation and co-ordination of workflows to deliver service standards and on going change.

### **Other factors**

#### **Level 1**

1. Office based with some time visiting other parties involved with service delivery as required.

#### **Level 2**

3. Maintaining resilience due to constantly handling highly emotional situations from vulnerable customers.

Progression to a level 2 post is not automatic, but is dependent on the requirements and level of responsibility of the position,

### **Our behaviours**

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under [‘Working for Dorset Council’](#).



# Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

## Essential

Essential criteria are the minimum requirement for the above post.

<b>Qualifications/ training/registrations</b>
Required by law, and/or essential to the performance of the role
1. Educated to GCSE standard including English and Mathematics or
2. equivalent
3. NVQ Level 2 qualification based in a relevant service specific area or
4. customer service
<b>Experience</b>
5. Experienced in providing a comprehensive service to customers
6. Experienced in dealing with complex issues and researching issues, to ensure customer satisfaction.
7. Experience with IT systems including Microsoft Office, e-mail and Internet
8. Experience of providing a telephone based service to customers
9. Handling customer problems/complaints through to resolution.
10. Has experience in producing data for management teams
11. Proven experience of supervising the workload of staff
12. Proven experience of managing staff including performance management, coaching, motivating and influencing.
<b>Skills, abilities &amp; knowledge</b>
13. Has a good understanding of how to deal with difficult customers
14. Has a good understanding of what makes good Customer Care
15. A knowledge of how to deal with difficult customers
16. Awareness of community resources to provide a service to customers
17. Understanding of legislation and principles in relation to customer service
18. Understanding/evidence of anti-discriminatory practice and diversity issues
19. Awareness of service specific issues, where appropriate
20. Knowledge of the requirement for confidentiality and discretion
21. Significant knowledge of IT systems including Windows based applications
22. A broad knowledge of clerical procedures and office equipment.
23. Knowledge of Dorset County Council or Local Government services policy and procedures.
24. Significant knowledge of supervising work loads and the performance of others within teams.



25. Ability to supervise, motivate and co-ordinate workload of a team
26. People management skills
27. Ability to work as part of a team
28. Effective communication skills, both orally and in writing including excellent telephone manner
29. Tenacious and creative when dealing with problems
30. Good Listening
31. Use of initiative
32. Negotiation and influencing
33. Able to research, organise and prioritise effectively
34. Accurate with good attention to detail
35. Tact, diplomacy and empathy
36. Customer centred approach and displays emotional control
37. Ability to remain calm and work under pressure
38. Confidence in dealing with customers from a range of professional backgrounds
<b>Behaviours</b>
39. <a href="#">Responsibility</a>
40. <a href="#">Respect</a>
41. <a href="#">Recognition</a>
42. <a href="#">One Team: Collaboration</a>
<b>Other</b>
43. Provide a supportive working environment to colleagues
44. Flexible approach to working patterns

## Desirable

Desirable criteria will be used in the event of a large number of applicants meeting the minimum essential requirements.

<b>Qualifications/ training/registrations</b>
1. ECDL or similar
<b>Skills, abilities &amp; knowledge</b>
2. Knowledge of the wider context within which the service area operates

<b>Approval</b>			
Manager		Date	

