

JOB DESCRIPTION

Job Title: Contact Centre Advisor		Ref No:	JE Ref: G399(4)
Department: Customer Services	Band: 3	Location: Hybrid, Militia House	
Responsible To:	Call Centre Supervisor		
Responsible For:	n/a		
Job Purpose:	To provide –The first point of contact for residents and customers of the Council, assessing and meeting their needs at the earliest opportunity by deleivering a high-quality effective response.		
Main Responsibilities:	To respond to a range of queries via telephone, email and web contact including dealing with complex and sensitive issues.		
Job Activities:	• Give accurate information and advice on any of the activities and services provided by the Council and related partners or agencies. Develop and maintain a good knowledge of council policies, relevant legislation and procedures to inform accurate and appropriate advice. Have a good knowledge of external services, partners and services to enable appropriate signposting for customers. • Obtain all information necessary to advocate for the customers to resolve their contact with the council, partners and other agencies. • Update customers on the progress of their enquiries • Arrange for customers to receive general information leaflets, packs, application forms or other routine documents as required including assisting those unable to complete such documents themselves. • Process payment collection and carry out other financial support tasks involving council tax, benefits, Scottish Welfare Fund, fixed penalty fines and payment plans. • Take bookings for Council accommodation • Maintain accurate computerised information systems by inputting, updating and extracting data across a range of systems including the CRM (Customer Relationship Management system). • Undertake any reasonable duties which may arise from the operation of DG Direct. • Be able to deal with challenging, distressed or abusive customers. • Be digital champions by assisting and directing customers to use our self-service portals. • Achieve performance targets and any identified KPI's • Support the induction and coaching of team members.		

Performance Management	<i>The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.</i> • To manage your own performance and any staff you may be responsible for in accordance with the Council's values of Customer First, continuous improvements, openness and honesty, local decision making and team working. • To achieve the agreed performance targets detailed in the work plan and contribute to performance appraisal activities. • To manage your own performance in compliance with all Codes, Regulations and procedures including Code of Conduct, Health and Safety and Governance. • To manage risk, promote risk awareness and prioritise work in light of the risk analysis. • To actively commit to the Council's equality and diversity vision statement and associated policies that promote fairness and equality and celebrate diversity, in dealing with colleagues, clients and service users. • To take all reasonable measures to limit carbon emissions and reduce energy/ resource consumption when undertaking work activities.	
Prepared by:	Amanda J Stevenson	Date: March 2025

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