

JOB DESCRIPTION

Job Title: Trainee Customer Services Advisor		Ref No:	JE Ref: G500(9)
Department: Customer Services	Band: 3	Location: Dumfries and Galloway	
Responsible To:	Senior Customer Services Advisor		
Responsible For:	n/a		
Job Purpose:	Provide effective and efficient customer services to the public [to include registration, customer and library services]		
Main Responsibilities:	Provide effective and efficient customer services to the public [to include customer, registration and library services] Undertake the required Professional Qualification in either Registration or Libraries & Heritage		
Job Activities:	Activities • Learn about the different workstreams within Customer Services: Registration, Libraries, Heritage Service, telephone and face to face customer service. • Following a comprehensive training programme be able to deliver the below outcomes for customers: • Carry out Registration duties as required including: ○ Conduct civil marriage ceremonies and civil partnership registrations, and other ceremonies as offered by registration service. ○ Process requests for replacement certificates. ○ Whilst engaged in registration duties you will use the designation of Assistant Registrar • Work with service users to locate resources and provide information to meet their needs • Guide and support customers and partners in the use of information sources to meet their individual and specialist needs, including Council, government, community and tourist information as well as local studies and family history ○ public access computers and software ○ resources appropriate to their needs ○ specialist equipment such as microfiche readers/reader printers, printers and scanners • Obtain information and trace resources, using online sources where appropriate • Issue forms and where necessary provide assistance and advice on a range of our Council's services • Report faults and repair requests using appropriate IT system. • maintain diary and bookings for Council rooms and other buildings		

	- Attend training in Bookbug and Storytime within 12 months to enable participation in activities, events and display work for children and adults Service Routines - Input departmental information directly into the appropriate IT system - Attend training in the Library Management System to be able to accurately maintain library records, including memberships, requests, stock transfers, training logs and computer bookings using a range of library systems. Admin Routines - Undertake payment collection and reconciliation duties together with any other financial transactions that the Council deems necessary - Undertake a range of duties, contributing to the accurate creation and maintenance of records and statistical data. - Issue National Entitlement Cards - Take and process comments and complaints about our Council - Present the service in a positive way - Maintain a high standard of stock presentation and content - Suggest and implement changes and improvements in processes and procedures as a result of operational experience - Supervise cleaning standards where appropriate - Be responsible for personal Health & Safety, as well as that of colleagues, service users and the public and ensuring full compliance with corporate policies - Ensure any financial practices within the remit are undertaken in keeping with Dumfries & Galloway council's financial procedures. - Some posts involve lone working and some include periods of lone working. The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.	
Performance Management	- 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:	Elaine Weir	May 2025