## JOB DESCRIPTION – CORPORATE SERVICES

## IDENTIFICATION

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| Post Title: | Customer Services Adviser | Post Ref: | |
| Section: | Customer Service Team | Grade: | 5-6 |
| Responsible to: | Team Leader - Customer Services | | |
| Responsible for: | | | |

## JOB PURPOSE

To provide, as part of a team, an efficient, effective and high level customer service to the public.

To deal with enquiries in relation to a wide range of Council Services through telephone, face to face, email and social media.

## PRINCIPAL WORKING CONTACTS

Members of the public
Dundee City Council Colleagues

## MAIN DUTIES

To provide the general public with information on specified Council functions and deal with all customer enquiries promptly and proactively ensuring, wherever possible, that these are dealt with fully during the first contact:

To deal with all enquires in respect of the assessment of Housing Benefit, Council Tax liability, discounts and exemptions including the making of payment arrangements and the collection of debts due.

To deal with enquires in respect of National Entitlement Card management, Disability Bus Passes, including application, renewals and changes.

To deal with enquires in respect of Parking Notices/Permits, Parking Bay Permits, Fishing Permits, Allotment Permits and Planning and Building Control.

To deal with enquiries in respect of Free School Meals and Clothing Grant applications.

To deal with enquiries relating to Winter Maintenance, Rapid Response, Pest Control, Bulky Uplifts, Bins and Household Waste Recycling Permits.

To deal with enquiries in relation to Council Housing matters.

To deal with customers enquiries face to face, answer telephone queries and correspondence.

To deal with processing booking for educational establishments, community centres, football pitches and leisure facilities.

To achieve Dundee City Council's Customer Service Standards and promote Dundee City Council in a positive manner.

To develop and maintain productive working relationships with staff in other departments to facilitate the provision of an effective customer focused service.

To work flexibly with the team rotating between tasks and providing ad hoc cover as required.

Use comprehensive IT packages to deal with enquiries, provide information and updating records.

To undertake training as required with other departments and service areas to expand and update knowledge of Council operations and systems.

To maintain awareness of other services that may be relevant to a caller's enquiry and offer other information as appropriate.

**OTHER DUTIES**

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

# PERSON SPECIFICATION

POST TITLE: Customer Services Adviser

DIVISION/DEPARTMENT SECTION: Customer Service Team - Corporate Services

| | ESSENTIAL REQUIREMENTS | DESIRABLE REQUIREMENTS | METHOD OF ASSESSMENT |
|---|---|---|---|
| PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS | 5 National 5's, or equivalent; or relevant experience of working within a Customer Service Contact Centre Environment<br><br>You must be willing and able to obtain SCQF Level 6 Diploma in Providing Customer Services | 3 Higher grades at Grade C or above, including English and Maths, or equivalent; or SVQ Level 2 or Level 3 in Customer Service or SCQF Level 6 Diploma in Providing Customer Services. | Inspection of certificates/ Interview |
| RELEVANT WORK/OTHER EXPERIENCE | Dealing with the public in a service delivery environment.<br><br>Experience of assisting members of the public who are in stressful situations.<br><br>Data protection awareness.<br><br>Good numeracy & keyboard skills with a strong background in working with a variety of computer systems to input & retrieve data. | Previous experience of Council Services.<br><br>Recent experience of dealing with the public both face-to-face and via telephone. | Reference and Interview. |
| PARTICULAR SKILLS/ABILITIES | Well-developed oral and written communication skills.<br><br>Ability to multi-task, work accurately to deadlines/ targets, work under pressure and prioritise your workload.<br><br>A social awareness and empathy of the problems faced by all sections of the community. | An understanding of the importance of Equality & Diversity issues. | Reference and Interview. |
| PERSONAL QUALITIES | Customer focussed.<br><br>Self-motivated.<br><br>Have ability to work with minimum supervision.<br><br>Have ability to work as part of a team to meet business needs.<br><br>Demonstrate a flexible approach to carrying out | Responsible for improving own Customer Service skills.<br><br>Ability to think creatively to provide excellent Customer Service<br><br>Proactive in contributing ideas to improve team and | Reference and Interview. |

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| | duties to meet business needs.<br><br>Have a calm disposition & an approachable manner. | individual performance. | |
| ANY ADDITIONAL JOB RELATED REQUIREMENTS | Level 1 Disclosure Check | | |