

## Job Profile

Position Details	
Post	Customer Service Advisor
Service Area	Customer Services
Reports to	Team Leader
Grade	Scale 6
Job Family	To be completed by HR

Role Purpose
<p>This role exists to help Haringey Council to serve its customers well.</p> <p>This will be achieved within a specific service area including call centre, face to face (including but not limited to Customer Service Centres and Receptions), digital, telephones, and service development.</p>

Main Responsibilities
<p>To operate as a generic CS advisor across the core activities of the service with a focus on delivering a high level of customer service and optimum personal performance.</p> <p>To provide accurate and up to date information to residents and callers.</p> <p>To provide comprehensive advice and be able to deal with complex, contentious or technical enquiries.</p> <p>To contribute to the provision of high quality, professional customer facing services and improved service outcomes.</p> <p>To respond effectively and accurately to routine enquiries in accordance with procedures.</p> <p>To demonstrate flexibility and adaptability in the drive towards change and the improvement of processes.</p> <p>To assist customers in a way that reflects Haringey's Values, Principles and Pledges.</p> <p>To comply with statute, legislation, discretionary powers, council standing orders, council policies and codes or standards of conducts.</p> <p>To demonstrate flexibility and adaptability in the drive towards change and the improvement of processes.</p> <p><u>Contact Centre:</u></p> <ul style="list-style-type: none"> <li>To deal with customer enquiries received by telephone, email, web chat or through social media activity, using appropriate IT systems to log, action and respond.</li> <li>To actively promote channel shift and help CS reducing cost to serve whilst improving levels of Customer Satisfaction</li> </ul> <p><u>Customer Service Centres:</u></p>

- Welcoming, sign-posting and guiding customers, using a floor walking approach at our Customer Service Centres [Marcus Garvey and Wood Green], and:
- To deal with customer enquiries received predominantly in person, but also by telephone, email, web chat, or through social media activity, using appropriate IT systems to log, action and respond.
- To actively promote channel shift and help CS reducing cost to serve whilst improving levels of Customer Satisfaction.

#### Corporate Receptions:

- To provide a professional, helpful and friendly welcome to all visitors and staff.
- To signpost visitors and staff as necessary and provide them with appropriate information including health and safety.
- To assist in maintaining the council's car park and immediate surrounds of the council buildings.
- To follow processes and guidelines for registering and recording visitors including maintaining records.
- Receipt of deliveries and completion of collections including parcels, post, internal post and documents, safe storage and contacting recipient to arrange collection as appropriate
- Receipt of deliveries and completion of collections including parcels, post, internal post and documents, safe storage and contacting recipient to arrange collection as appropriate

#### Generic Responsibilities

1. Understanding and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
The following criteria are deemed necessary for this role:	
• Have a knowledge of best practice and customer services procedures and ability to apply these to everyday work activities	E
• Good knowledge and experience of concepts, principles and practices gained through experience and development in a specific field (face to face, digital, telephones, and development).	E
• An ability to work as part of a team and use individual initiative to	E

achieve set targets <ul style="list-style-type: none"> <li>• Good written and verbal communications skills</li> <li>• Good IT skills, including MS Office (Word and Excel)</li> <li>• Ability to take on board the physical elements of the role - supported by health and safety procedures and equipment (appropriate support and adjustments will be made for staff according to OHU recommendations and any disabilities will be taken into account).</li> <li>• Experience of local government and/or housing services in a customer service environment</li> </ul>	E E E D
--	------------------

Main Contacts & Other Information
<u>Main Contacts:</u> Head of Customer Experience and Operations Customer Service Operations Manager

