

JOB PROFILE

Job Title:	Customer Services Officer
Service Area:	Customer & Digital Services
Grade:	2 (level 1) – 3 (level 2)
Reporting Manager:	Customer Services Team Leader
Direct reports:	None

Job summary:

In the role of a Customer Services Officer, you will be the welcoming face and the initial point of interaction for customer inquiries. Your primary responsibility is to engage with customers in a friendly and professional manner, ensuring that the majority of queries are resolved promptly during the first interaction. You will embody a 'happy to help' philosophy, consistently delivering high-quality service with a smile.

Your duties will extend beyond answering calls; they include responding to complaints, liaising with customers face to face in our reception area and providing detailed service information. You will also be instrumental in fostering strong customer relationships and enhancing their overall experience with North Herts Council. It's a role that requires excellent communication skills, a problem-solving mindset, and a genuine passion for customer satisfaction. If you're someone who thrives in a dynamic, people-oriented environment, this position offers a fulfilling opportunity to make a positive impact every day.

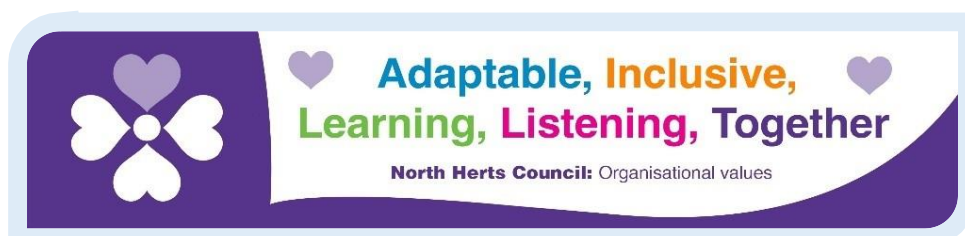
Key responsibilities:

At level 1, having the ability to provide excellent front-line customer service within the Council's Customer Service Centre, including, but not limited to:

- Serve as the welcoming face of the Council and the initial point of contact for customer enquiries.
- Engage with customers in a friendly and professional manner.
- Resolve the majority of queries promptly during the first interaction.
- Embody a 'happy to help' philosophy, consistently delivering high-quality service with a smile.
- Utilise excellent communication skills to interact effectively with customers.
- Apply a problem-solving mindset to address and resolve issues.
- Demonstrate a genuine passion for achieving customer satisfaction.

At level 2, having the experience of the following (but not limited to):

- Answer telephone calls, log service requests and complaints, and liaise with customers face to face in the reception area, whilst logging relevant information on the Council's customer relationship management (CRM) system.
- Respond to emails, live chat, and the occasional letter.
- Provide detailed service information to customers.



- Deal with sensitive and confidential information in the appropriate way, adhering to GDPR practices.

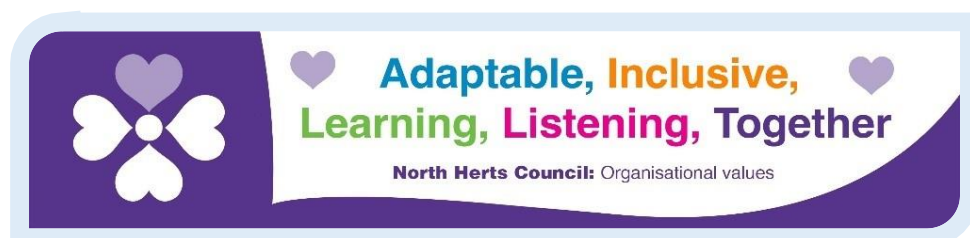
In line with the Council's digital strategy, you will be involved in:

- Monitoring the customer journey into the Customer Service Centre, as well as externally into other Council service areas.
- Providing wider digital assistance to customers to enable them to take advantage of the most effective ways of contacting the Council.
- Gathering appropriate data which will allow the Council to make better, data led decisions.
- Being vocal about what is working well for our customers, and what isn't, as well as providing feedback about the digital tools used within Customer Services and by other service areas.
- Provide feedback to the Digital Services team on a regular basis, fostering a collaborative approach to enhancing the service we provide to our customers.
- To operate professionally as an individual and team member for the benefit of the customer at all times, regularly contributing ideas, suggestions and feedback to the Team Leader, thus providing a valuable contribution to the effectiveness and continued success of the CSC.
- To keep up to date with developments, services and information relating to the CSC and the rest of the Council to ensure appropriate and timely information is given to customers.
- To competently operate a number of computer systems including Microsoft Excel, Word and Outlook programmes, the Council's CRM system, telephony systems (including switchboard and call distribution), websites/intranet, document image processing equipment
- To take a flexible approach to the changing patterns of work within the CSC and undertake other duties consistent with the job purpose and grade of post.

Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](https://www.north-herts.gov.uk/employees/general-responsibilities)

Key Requirements:		Essential desirable
Qualifications:	Level 1	
	Good standard of numeracy and literacy	E
	Competent in Word and Excel	E
	Educated to GCSE standard or equivalent.	D
	Level 2	
	Customer Service qualification to NVQ2 or equivalent	D
Typing skills qualification RSA Level 1 or equivalent typing speeds 30-50 wpm	D	



<p>Job related experience & knowledge:</p>	<p>Level 1</p> <p>Experience of working in a busy call handling environment</p> <p>Level 2 (In addition to Level 1)</p> <p>At least 1 years' experience of working in a busy office-based customer service role</p> <p>Experience of working as a team member to deliver customer service</p> <p>Experience of working in a busy reception environment</p> <p>Experience of working in: a busy reception environment a call/contact centre a switchboard team</p> <p>Local community knowledge</p> <p>Working within in a public service environment</p>	<p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>
<p>Skills & attributes required for the role:</p>	<p>Level 1</p> <p>Experience of multi-tasking and prioritising workload in a pressurised customer service environment</p> <p>Ability to work calmly under pressure</p> <p>Flexible approach to varied work demands</p> <p>Proven ability to deliver high levels of customer care through telephone and face to face communication</p> <p>Good listening skills</p> <p>Level 2 (In addition to Level 1)</p> <p>Well organised</p> <p>Must be able to communicate effectively whilst taking accurate and appropriate details on computer systems, navigating computer-based information to resolve enquiries accurately and efficiently</p> <p>Ability to deal with confidential matters sensitively</p> <p>Ability to prioritise and complete varied and multiple enquiries using information from multiple sources without constant supervision</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>



Other:	Confident in conversing in fluent English which is sufficient to fulfil all aspects of the role.	E
	Helpful and positive attitude in a busy environment	E
	Ensure your image is respectable and professional at all times, in line with the duties of your post and the environment you work in.	E
	Willingness to learn and develop	E
	Well organised	E
	Knowledge of Local authority services	D
	Knowledge of contact centre operations	D

Signed.....

Date.....

