

# JOB DESCRIPTION



<b>JOB TITLE:</b>	<b>CUSTOMER FIRST OFFICER</b>
<b>POST NUMBER</b>	<b>CF07</b>
<b>GRADE:</b>	<b>D</b>
<b>RESPONSIBLE TO:</b>	<b>Customer First Team leader</b>
<b>RESPONSIBLE FOR:</b>	The post holder is not directly responsible for any staff
<b>LIAISON WITH:</b>	Other staff throughout the Council's Services, members of the public and outside bodies

## **KEY CORPORATE ACCOUNTABILITIES:**

- 1. To support Customer Services in meeting the Corporate Aims and Objectives.**
- 2. To provide excellent customer service for all customers of Mid Devon District Council.**
- 3. To assist in the achievement of Best Value for Customer Services.**
- 4. To present a professional and consistent corporate image of the Council.**

## **KEY SERVICE ACCOUNTABILITIES:**

- To deal with enquiries made to Customer First relating to any aspect of the Council's services and procedures. This includes providing the following services:
  - Issuing tickets, visitor passes, greeting all customers, etc who visit Phoenix House reception.
  - Providing a central call centre for the Council, dealing with all enquiries for all services and providing a switchboard facility for services outside of Customer First.
  - Responding to all emails sent to Customer First; logging requests for service or forwarding on to relevant service areas.
  - Processing on-line forms.
  - Acting as the first point of contact for all customers and aiming to resolve 80% of all initial enquiries at that first point of contact.
- To help members of the public by providing information or solving problems they may be experiencing with the Council's services and procedures. Analysing the reason for the customer's contact with the Council together with its urgency and recording the transaction on the Council's Customer Relationship Management (CRM) system, or other corporate IT systems; following up the call where necessary to ensure the customer's enquiry is resolved.
- To record and monitor complaints, comments and compliments from customers, ensuring all calls are logged and resolved in accordance with the corporate procedure.
- To support the development of Customer First and contribute to the team's continuous improvement and learning, including meeting team, service and individual targets.
- To take payments over the phone for Council services.

6. To promote the use of on-line self service facilities by informing customers of the services available and, where appropriate, assisting with training.
7. To carry out customer satisfaction feedback surveys for all services, identifying areas for development and in all cases aiming to improve the customer's experience when contacting Mid Devon District Council.
8. To comply with Mid Devon District Council's Customer Care Standards and Code of Practice.

#### **OTHER DUTIES:**

In order to deliver services effectively a degree of flexibility is needed and the postholder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

#### **HEALTH AND SAFETY:**

The Council has a Health and Safety Policy which outlines its responsibilities as an employer and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this Policy and comply with its content.

#### **RISK MANAGEMENT:**

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Head of Service or Senior Manager.

#### **DATA PROTECTION:**

It is the responsibility of the post holder to ensure the section's compliance with the requirements of the Data Protection legislation.

#### **SINGLE EQUALITY SCHEME:**

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

#### **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:**

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

## MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

<b>Seeing the Big Picture</b>	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
<b>Changing &amp; Improving</b>	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
<b>Making Effective Decisions</b>	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
<b>Delivering Quality, Value &amp; Pace</b>	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
<b>Leading by Example</b>	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
<b>Communicating &amp; Influencing</b>	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
<b>Building Capability</b>	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
<b>Collaborating &amp; Partnering</b>	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

# PERSON SPECIFICATION

CATEGORIES	ESSENTIAL	DESIRABLE
<b>Qualifications and Experience:</b>	<ul style="list-style-type: none"> <li>NVQ Level 2 in Business Administration or equivalent experience</li> <li>Demonstrable experience of working in a busy office</li> <li>Experience of working with and assisting the general public</li> </ul>	<ul style="list-style-type: none"> <li>Direct experience of Local Government services</li> <li>NVQ in Customer Service/Care</li> <li>Call centre experience</li> </ul>
<b>Knowledge and Expertise:</b>	<ul style="list-style-type: none"> <li>Customer service</li> <li>General office administration</li> <li>Be competent in the use of computer systems i.e. Microsoft Office or equivalent</li> <li>Experience of Customer Relationship Management (CRM) system or equivalent ICT systems</li> <li>Ability to deal with customer complaints in an efficient proactive manner</li> </ul>	<ul style="list-style-type: none"> <li>A basic understanding of Local Government and experience of working with the general public</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>Demonstrable keyboard skills</li> <li>Excellent communication skills, both verbal and written.</li> <li>Demonstrable administrative skills and be able to manage a diverse workload</li> <li>Practical approach to problem solving with the ability to carry out wide ranging tasks</li> <li>Able to plan or prioritise effectively</li> <li>Excellent organisation skills</li> </ul>	<ul style="list-style-type: none"> <li>Ability to acquire additional skills and promote self-development</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>An ability to work as a member of a team and communicate well with members of the public</li> <li>A flexible problem solving approach to duties</li> <li>A good telephone manner</li> <li>Honest, reliable, approachable and understanding.</li> <li>Flexible approach to work and ability to respond to deadlines</li> <li>Ability to deal with sensitive and difficult people, situations &amp; information.</li> </ul>	<ul style="list-style-type: none"> <li>Adaptable to change</li> </ul>

CATEGORIES	ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> <li>• Committed to equality of opportunity and understanding of diversity issues</li> <li>• To have an awareness of Health &amp; Safety</li> <li>• To have an awareness of Risk Management</li> </ul>	
<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• Ability to analyse information from customers</li> <li>• Presentable appearance</li> </ul>	

**November 2018**