



**ADDENDUM TO GENERIC: Job specific duties and requirements**

**Job Title:** Administration and Technical Support Officer - Customer Support Officer (Level C) Grade 3

**Job overview** This role will work within the Customer Support Operational Delivery Team.

**Reports to:** Customer Services Team Leader

**Responsible for: (if applicable) N/A**

**Job requirements**

Answer queries as first point of contact, transferring or signposting the customer colleagues or external sources of information for help where appropriate, including supporting customers to do this for themselves. This may be by telephone (expected to answer around 65-85 calls per day, e-mail, social media, webchat and general correspondence, text,, face to face – at the council’s customer access points based at Stowmarket, Sudbury, Shotley and Hadleigh).

Provides advice and support to officers, dealing with more complex queries.

1.	To provide high quality, efficient and effective advice to customers (both internal and external) who contact the Councils within the parameters of the Customer Charter and Service Standards.
2.	To contribute to the development of efficient operating systems and procedures and processes to ensure the best level of service for the customers.
3.	To collect and verify documentation according to set procedures; progressing responses as far as possible; passing queries onto the relevant officer for a full response; tracking progress to ensure deadlines are met.
4.	To contribute to the collection and analysis of customer satisfaction data, and to amend or adapt services to reflect feedback received.
5.	To provide support to the Customer Services Assistants and help in their development and training.
6.	To manage and answer all enquiries, as proactively as possible, to resolve the majority at the first point of contact. General keyboard skills, able to input data into databases. Ability to update records without disengaging from the customer.

## Person Specification

Provide any details of specific knowledge and skills, personal attributes or experience, which are required for the job. For example, this might knowledge of particular procedures or legislation.

<b>Knowledge and skills</b>	<ul style="list-style-type: none"><li>a) An acquired/developed in depth technical knowledge of specific systems or Council processes – such as Council Tax, Revenues &amp; benefits, Housing or Planning.</li><li>b) The knowledge and skills to effectively support the Customer Support Assistants. To advise and assume responsibility for more complex issues/questions/queries.</li><li>c) Needs to have a broader awareness of all Council business in order to correctly signpost customers.</li><li>d) To develop knowledge and become proficient in at least two areas of customer contact, where money matters, housing, general services are each a separate area.</li></ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"><li>a) Ability to act as a champion for customers</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>a) Relevant experience gained from working in a similar environment.</li><li>b) Previous typing / data inputting experience.</li><li>c) Previous high volume call handling experience.</li></ul>
<b>DBS disclosure required?</b>	Yes/No – Please delete as appropriate.