

CUSTOMER SERVICE ADVISOR

Reference No.	G160.02	Type	Generic
Service	Customer Service Improvement		
Job Family	Paraprofessional 2	Grade	FC4

Purpose

To provide a friendly, efficient and effective first point of contact for Fife Council citizens, visitors and businesses. This included providing advice, information, logging requests for services and taking payments.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Being customer focused and provide excellent customer care within Customer Service Delivery.	<p>Experience of providing a customer service which includes using initiative to develop practical solutions to resolve a diverse range of customer issues/problems (Focus on customers - See 'How We Work Matters' Framework)</p> <p>Literacy and numeracy skills</p> <p>Experience of prioritising workloads and managing time</p> <p>Experience of working in a customer contact centre, face to face customer service, providing welfare advice or in a library</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

Role Profile

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Ensuring effective responses to citizens involved in an emergency situation.	Customer care skills with the ability to respond flexibly and sensitively to people with a variety of needs (Take ownership)	✓	
Maintaining an excellent working knowledge of Council services, undertaking any necessary training in new services or systems.	Display a positive, pro-active approach and a commitment to continuous professional development Customer Care Award/Qualification, and any other qualification or course required for the role	✓	✓
Ensuring customers receive services and benefits to which they are entitled.	Knowledge of a wide range of Council services and related public services		✓
Attempting to resolve the customers' enquiry at the first point of contact by taking ownership of a request, whether routine or complex.	Experience of dealing with multiple tasks Experience of working under pressure Experience of responding quickly to changing demands (Deliver results)	✓ ✓ ✓	
Ensuring follow-up actions are carried out or escalated in the event of service failure or complaints.	Experience in problem solving and seeking out practical solutions to complex problems	✓	
Providing advice and information to customers on services provided by the Council and other agencies.			
Contributing, both individually and as a team member, to the process of improving services provided within Customer Service Operations and the wider Fife Council.	Team working skills (Work together)	✓	

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Building and maintaining good working relationships with all Council services and external organisations.			
Using appropriate I.T. systems to identify the details of the customers' requirement. Searching customer records for previous contact history and logging new requests for service.	Ability to use multiple IT systems; data entry, track enquiries and data retrieval to resolve customer enquiries (Embrace technology and information)	✓	
Maintaining behaviours and standards in accordance with Council's policies and procedures.	Experience of working without direct or onsite supervision and/or able to undertake lone working	✓	
	Ability to provide a regular and effective service	✓	
	Display a flexible attitude to work and change	✓	
Working in accordance with corporate Health and Safety procedures and report any incidents to the Lead Advisor.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Role Profile

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Before confirming appointment: you may be required to have a Basic Disclosure (only Welfare Fund team).

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results