

## Job Description

<b>Job Title</b>	Customer Service Officer
Service Area	Corporate Affairs
Service	Finance
Team	Corporate Customer Service Team
Date Prepared/Revised* By	June 2022 Gemma Barnes
Post Accountable to	Customer Services Team Leader
Post directly responsible for (Number of workers)	Direct Supervision: 0 Indirect Supervision: 0
<b>Main Purpose</b>	
To deliver a consistently excellent and effective customer service to those wishing to access all Council information and services. To act as an ambassador for the Council and the district ensuring that customers receive equal standards of service and have been dealt with in a professional manner as possible.	
<b>Key Contacts</b>	
<b>Internal:</b> Service Managers and staff, All staff and Council Members visiting council locations, Senior Managers and Directors.	
<b>External:</b> All customers to the Council, local residents, Councillors, local businesses, visitors to the District, Personal visitors to the Customer Centres	
<b>Main Accountabilities</b>	
1.	Dealing with customer contacts through all contact mediums using the Customer Relationship Management (CRM) system and associated technology and systems to resolve customer's enquiries, complaints & service requests.
2.	Providing a customer and visitor reception service at Customer Centres within the district
3.	Support tasks for maintaining high standards of customer service including maintaining and updating own working knowledge and providing customer feedback to continually improve the service
4.	Providing assistance to customer's wishing to access information through self-service options.
<b>Standard Accountability Statements:</b>	
<b>Health and Safety</b> You are required to comply with the Council's Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of the Council's Health and Safety Policy. Your safety responsibilities are shown on the Safety Responsibility Statement (SRS) for your post.	
<b>Equality and Diversity:</b> The post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.	
<b>Learning and Personal Development:</b> The post holder has a personal responsibility for his or her own learning and development, and will maintain up to date records of achievement and attendance as required. The post holder must undertake the learning and training identified in the job skills matrix, and other relevant training that is identified and agreed with their manager.	
<b>Data Security:</b> Harrogate Borough Council staff must, at all times, maintain personal responsibility for the safe and secure movement of data within, into and out of the authority.	
<b>Safeguarding Policy and Procedures</b> The post holder will adhere to all the Council's Safeguarding Policy and Procedures.	

**Job activities****Main duties and responsibilities relating to accountabilities identified above.**

1.1	Proactively respond to and resolve in a professional, timely and courteous way, a wide range of queries within the customer service environment, through all available access channels. Take responsibility for obtaining all information necessary to process or resolve a query, only escalating it to others where this is appropriate or when it cannot be dealt with at the level of the Customer Service Officer.
1.2	Use all available technology to manage customer enquiries and providing the customer with information and services through input and extraction of data from the CRM and other related systems.
1.3	Handling cash, cheque and electronic payment transactions. Cashing up daily.
2.1	To recognise the role of customer service Officer as first line ambassador for the council at all its Customer sites and channels appropriately promoting the face and the values of the council to its customers and visitors to meet defined performance targets.
2.2	Takes lead role within services to gain additional service knowledge and acts as first point of contact for queries from colleagues particularly when new services are implemented into the Customer Centre
2.3	To work flexibly as operational needs demand covering all aspects and roles of the Customer Service function.
2.4	Mobility to work in the Customer Service Officer role from any location in the Harrogate District.
2.5	To be responsible for processing applications/ requests, evidence and correspondence that is handed in at reception, scanning documentation and ensuring that an audit trail is created for each item. Maintain visitor and reception duty daily statistics.
3.1	Attend and participate in team and departmental meetings as required, supporting colleagues and sharing information appropriately, contributing to service development.
3.2	To keep up to date with all information required by customers and visitors, through all mediums and ensure that such information is updated as necessary.
3.3	Provide support to colleagues as and when required
3.4	Adhere to data protection requirements in all areas of work
3.5	To actively participate in regular training and take ownership of continuing personal development in relation to core competencies and the training development plan.
3.6	Actively maintain and develop a thorough and up to date working knowledge of council wide services and procedures. Work proactively to develop awareness of wider information and services relating to the Council, Harrogate and the surrounding area.
3.7	Participation in project and customer satisfaction work to support the development and continued improvement of customer service within Harrogate Borough Council.
4.1	Assisting customers with the use of technology to provide assisted self-service
4.2	Promoting self-service options to customers as appropriate and in line with internal channel-shift.
5.1	Any other duties that may be necessary, commensurate with the nature of the post.