

<b>Job description</b>	
<b>Job title</b>	<b>Customer Service Assistant</b>
<b>Grade</b>	<b>D</b>
<b>Section/team</b>	<b>Customer Services</b>
<b>Accountable to</b>	<b>Customer Contact Senior Team Leader/ Customer Contact Team Leader</b>
<b>Responsible for</b>	<b>N/A</b>
<b>Relationships</b>	<b>With customers, officers, and others, as appropriate</b>
<b>Date reviewed</b>	<b>14 August 2018</b>

### **Purpose of the Job**

To provide first point of customer contact resolutions for a diverse range of services. To achieve the team and individual service targets through both inbound and outbound activity to customers. Ensure quality, service targets and standards are met.

### **Duties and responsibilities**

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

To provide:

- First point of contact reception point for all customers and visitors;
- Assistance to customer in the use of online services via PC's and tablets

To be able to:

handle customer contact via the telephone for the following services:

- General Enquiries
- Neighbourhood services
- Highways
- Licensing
- Registrars
- Elections
- Housing solutions
- Children Social Care general enquiries

In addition to the above, any further services brought into Customer Services that are commensurate with the grade.

To ensure that:

- a customer care ethos is demonstrated;

- all appropriate methods are used to obtain a speedy resolution to queries and enquiries;
- agreed working practices and processes are adhered to;
- legislative and statutory requirements are complied with;
- procedure notes, manuals and documents are adhered to;
- Assistance to the team leader in management checks and quality checks in accordance with the verification requirements and council procedures.

### **Knowsley Better Together – Staff Qualities**

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.