

<b>Job description</b>	
Job title	Customer Service Assistant
Grade	D
Directorate	Resources
Section/team	Customer Services
Accountable to	Customer Services Team Leader
Responsible for	N/A
Date reviewed	28 March 2024

### **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

To process blue badge applications

To be able to handle customer contact via the telephone for the following services:

- General Enquiries
- Neighbourhood services
- Highways
- Licensing
- Registrars
- Elections
- Housing solutions
- Property Pool Plus
- 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.

### Health and Safety

- To use equipment as instructed and trained
- To inform management of any health and safety issues which could place individuals in danger

### Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

### 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.

- **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.