



## ROLE DESCRIPTION

<b>Job Title</b>	Customer Service Officer (Contact Centre)
<b>Salary Band</b>	SCP 16-19
<b>Reporting to</b>	Customer Services Team Leader
<b>Directorate</b>	Place
<b>Service Area and sub area</b>	Customer & Operations
<b>Team</b>	Contact Centre
<b>Political Restriction</b>	N/A

<b>1. Primary Purpose of the Post</b>
To deliver a high-quality customer service and experience through a multi-channel inbound contact centre environment. The Customer Services Officer will take ownership of customer queries received via telephone, email, webform and digital channels (e.g. social media, ChatBot and Web Chat) and ensure a satisfactory response is provided to the customer in a timely manner in line with agreed service levels.
<b>2. Your responsibilities</b>
<p><b>Satisfied Customers</b></p> <ul style="list-style-type: none"> <li>• Putting the internal and external customer at the heart of everything you do.</li> <li>• Providing excellent customer and information services either by telephone, electronically or face to face.</li> <li>• Anticipating and exceeding customer needs and expectations and assisting them wherever and whenever required.</li> <li>• Adapting your approach to the individual and different needs of each customer.</li> <li>• Promoting customer feedback.</li> <li>• Responding professionally and effectively to various customer demands including conflict situations and customer expectation.</li> <li>• Always maintaining a high-profile service; including during normal operations, special events and wider emergency and business continuity.</li> <li>• Compliance to Customer Charter and Customer Service Standards.</li> </ul> <p><b>Being part of a high performing team</b></p> <ul style="list-style-type: none"> <li>• Having a 'can do' approach and display of appropriate behaviours.</li> <li>• Delivering tasks to required standards and deadlines.</li> <li>• Be able to work on your own initiative and have a determination to deliver.</li> <li>• Be able to work well within a team.</li> <li>• Commitment to personal development and performance.</li> </ul>



- Working within established policies, procedures, and processes to support a standardised approach.

### **Efficient and effective use of resources**

- Effective prioritisation of workload to ensure service delivery.
- Personal effectiveness through time management.
- Full compliance to Governance / Audit Standards.

### **Safe services and workplace**

- Understanding and meeting Health, Safety and Wellbeing duties and responsibilities.
- Commitment to enhancing personal development and performance in all safety matters.
- Application of all operational policies, procedures, and processes in relation to emergency evacuation, fire safety and business continuity.
- Application of all operational policies, procedures, and processes in relation to Health, Safety and Wellbeing, including accident and incident management and risk.
- Understanding and delivering the activities detailed within the Merseytravel Safety Management System.

### **Continuous improvement of services**

- Involvement in the planning of service area development, monitoring and review.
- Applying all operational and operating policies procedures and protocols to required standard and assist in their development and review.
- Being self-motivated, responsive, and flexible in the delivery of allocated schedules and work areas.
- Support Customer Services Manager with the implementation of digital services and continually enhance the customer experience.

### **Services and workplace which are open and accessible to all members of the community**

- Knowledge and application of equality legislation.
- Promoting equality and diversity through service delivery.
- Adapting your approach to meet the needs of different customers.
- Valuing and respecting equality, diversity, and inclusion.

### **Contributing to a sustainable environment**

- Awareness and application of all environmental management issues and practices.
- Support the corporate approach to reduce carbon footprint.
- Actively promote digital first and reduce the need for paper-based products.
- Responding effectively to innovation and change.
- Activities reflect Merseytravel vision, strategic themes, and values.



### **3. General Corporate Responsibilities**

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

### **4. Recruitment Plan**

Competency Based Interview  
Assessment

## PERSON SPECIFICATION

**Job Title:** Customer Service Officer (Contact Centre)

<b>Criteria</b>		
<b>Qualifications and Training</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
No formal qualifications required	N/A	N/A
<b>Experience and knowledge</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Previous experience working in a customer service or Contact Centre environment	E	A
Experience of digital customer service including social media, ChatBot, web forms.	D	A, I
Competent & proficient in all current IT systems and applications including Microsoft Office Suite e.g. Word, Excel, Outlook, MS Teams	E	A, I
Knowledge and understanding of taking payments via telephone, including effective numeracy and literacy skills	D	A, I
<b>Skills and abilities</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Strong Customer focus by demonstrating corporate behaviours, including putting the customer first, being action focused and demonstrating respect	E	A, AC, I
Ability to use own initiative.	D	A, I
Flexible approach to work schedule and environment to maintain service delivery	E	A, I
Open and willing to embrace change to continually enhance the customer experience	E	A, I
Appreciation and experience of GDPR, PCI DSS, Health and Safety, environment, and quality management	D	A, I
Excellent standard of numeracy and literacy.	D	A
Excellent communication and interpersonal skills	E	A, AC, I
Awareness of equality and valuing diversity.	D	A, I
Good organisation and time management skills	D	A, I



<b>Personal Attributes</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
An understanding of and a personal commitment to the Vision, Priorities and Behaviours of LCR Combined Authority.	<b>E</b>	<b>A</b>
Valuing equality, diversity and inclusion	<b>E</b>	<b>A, AC</b>
Commitment to learn and self-development.	<b>E</b>	<b>A, I</b>

<b>Core Behavioural Competencies</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Flexible approach to working hours and willingness to work flexibly as and when required.	<b>D</b>	<b>A</b>
Confidently working in a sensitive data environment	<b>E</b>	<b>A</b>

**Key to Assessment Methods:**

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment