



Job Title:	Customer Service Apprentice
Service Area:	Customer Services
Team:	Customer Services
Salary:	Apprentice Rate

Job Description

Main Purpose of Job:

Overall purpose; to gain and develop new skills to have the ability to deal with customer enquiries face to face, on the telephone and via web.

You will be a part of a highly skilled and committed team of professionals delivering the Council's Customer Contact Service, offering a first class customer experience and maximising value for money.

You will be responsible for maintaining excellent customer satisfaction ratings and resolving customer enquiries via multiple channels including: face-to-face, telephone, text message, email, web-chat and social media.

You will deliver a wide range of Council services directly to the customer and seek to resolve enquiries at the first point of contact. You will also take advantage of opportunities to resolve multiple enquiries at the same time helping the realisation of efficiency gains and enhancing the customer experience.

Training & Development:

Undertake and complete the apprenticeship training, including a Level 3 NVQ. A range of internal Council training courses will also be offered.

Our Values

You will be expected to work in line with our values which are:

Proud - Believing in who we are, what we do and where we live
Dynamic - Transforming the future with you in mind
Truthful - Honest and clear in all we do
Good Value - Delivering outstanding services, smartly & economically
United - Whoever we work with, we work as one team



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Key Responsibilities:

1. Resolve queries and advise customers on a wide range of Council services via multiple channels including: face-to-face, telephone, text message, email, web-chat and social media. You will follow up the commitments you make to the customer and act upon them in a timely manner and in line with the Customer Service Standards.
2. To deliver the above from various locations.
3. To represent and champion Customer Services throughout the Council.
4. To build relationships with customers inspiring their trust in both you and the Council.
5. Maintain up to date knowledge and understanding of Council services and systems used within Customer Services.
6. Where appropriate, promote and encourage lower cost contact channels including self-service, web chat and email. Promote Connect & Serve.
7. To proactively seek out and resolve potential issues before they arise, escalating more complex issues to the Customer Contact Advisors or Team Leader as appropriate.
8. To recommend service improvement opportunities both within Customer Services and the wider Council.
9. Where appropriate, promote and encourage lower cost contact channels including self-service, web chat and email.
10. Maintain and update customer records ensuring accurate and relevant information is captured and in compliance with GDPR regulations.
11. Process electronic customer payments.
12. Undertake administration tasks as required including the production of correspondence and documentation.
13. Apply appropriate and effective communication techniques when dealing with customer contacts including diffusing conflict and managing sensitive situations.
14. The Recording of customer feedback including compliments, comments and complaints.
15. To undertake such other duties as may reasonably be required compatible with and/or arising from those listed above.
16. To promote and adhere to the workplace values of our organisation.

N.B - Customer Service operates Monday to Friday between the hours 08.45am to 5.00pm. Customer Service staff work on a shift rota operating between these hours.



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Line Manager: Customer Services Team Leader

Political Restriction:

This post is not politically restricted.

Note: This is a description of the job as it is constituted at February 2020 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Council's aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Council reserves the right to insist on changes to the Job Description after consultation with the postholder.



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Person Specification

	Essential	Desirable
Knowledge and Experience	<ul style="list-style-type: none"> • Computer literate with at least two years keyboard/typing experience. • Experience working with Microsoft Word and Excel. 	<ul style="list-style-type: none"> • Experience of working in a customer focussed environment. • Experience in using Social Media (e.g. Twitter, Facebook).
Skills and Abilities:	<ul style="list-style-type: none"> • Display a confident, professional and friendly approach. • Self motivated, adaptable, diplomatic and enthusiastic. • Ability to work as part of a team and deal with confidential matters sensitively. • Excellent interpersonal and communication skills. • Excellent spelling and grammar. • Attention to detail. • Good computer literacy and a pro-active approach to further development. 	
Education and Training	<ul style="list-style-type: none"> • 4 GCSEs at grade C and above or Grade 4 - 9 including English and Maths. 	
Other Requirements	<ul style="list-style-type: none"> • A commitment to own development and to supporting training and development initiatives. • Knowledge of council procedures. • Knowledge of Council services. • Promote a positive communication across the 	



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	<p>organisation, encourage constructive relationships and develop staff feedback methods.</p> <ul style="list-style-type: none"> • To promote and adhere to the workplace values of our organisations. 	
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