

Epsom & Ewell Borough Council

Contact Centre Agent Role Profile

Role Title:	Contact Centre Advisor
Job Family:	Technical Administrative Support
Service:	Customer Services
Location:	Town Hall
Reporting To:	Customer Services Manager

<p>Role Purpose:</p> <p><i>Why the role exists and its contribution</i></p>	<p>To act as the first point of contact for residents accessing services and to provide an efficient, quality customer service by all contact channels.</p> <p>To act as a member of the council's team, contributing to the achievement of the Council's corporate vision, behaviours and priorities, and the development of the Council's positive high performing culture.</p>
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Main Duties and accountabilities

<p>Service Specific</p>	<ul style="list-style-type: none"> • To act as the first point of contact for all council services whether face to face, digital, postal, or telephonic communication. Monitor and respond to all incoming mailboxes, index, and process all enquiries to the correct departments and internal and external customers. • Utilise all relevant council IT and telephony systems effectively, ensuring databases and information systems are updated accurately and appropriately. These systems include Si-Dem, Uniform, Civica, My Council Services (MCS), Connect, CRM, Maintain records, files, and statistical information. • To act as the Council's receptionist on a rota basis. Respond to all face-to-face enquiries in a timely and efficient manner, contacting other services where required. Manage customer queues and expectations, and those waiting for other council staff to respond. Administer timely responses to these customers while they wait or in an agreed response time. • Initiate any complaints in line with the Councils feedback policy and ensure policy is followed.
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	<ul style="list-style-type: none"> • Deal with customers with varying needs, including homeless, vulnerable, aggressive, and abusive in a calm and agreeable manner. Use experience and knowledge to make on the spot decisions. • Complete daily and weekly statistics and spreadsheets for visitor numbers, safety checks, fire drills, and security of visitors to the council offices. • Taking cash and card payments and use of Civica to take and check payments across Council services. • On Reception, accept and sign for parcels and deliveries move boxes to collection point. • Keep reception area clean and tidy as this is also the first view the customers see of Epsom and Ewell Borough Council.
<p>Generic Duties</p>	<ul style="list-style-type: none"> • Working under instruction, providing a good all-round technical administration service that supports the delivery of the corporate plan, vision, behaviours, corporate identity, and key messages and promote effective corporate working across the organisation. • Participate in learning provided to perform the role successfully and to the standards expected. Take an active interest in developing skills to develop sound administrative support. • Complete designated technical administrative tasks within specified timeframes as set out in the agreed work schedule. Deliver targets in line with the relevant standard operating procedures and contribute to one to ones, or My Performance Conversations (MPCs). • Be responsible for dealing with allocated service requests from members of the public, external organisations, and other services. Provide a seamless and high-quality service to ensure that routine customer enquiries are dealt with efficiently and more specialist support is sought from colleagues where appropriate. • Ensure effective flow of communication within your team, and the sharing of information to and from other services across the council. • Help to organise team meetings including the co-ordination of agendas, attendees, minutes, and room bookings.

The key decision making areas in the role
Prioritise customer needs Monitor escalation of complex enquiries Prioritise own workload Know when to escalate a problem to be resolved
Customers and contacts
All residents, all staff, Elected Members, government agencies, local businesses, service providers, housing associations, community groups, volunteers, Surrey County Council and other Local Authorities.

Dimensions of the role	
Financial	Non-financial
<ul style="list-style-type: none"> • Taking payments for services such as Council Tax payments and Council invoice payments. 	<ul style="list-style-type: none"> • Achieve agreed % target for resolving queries. • Respond to telephone calls within agreed targets. • Respond to written correspondence within agreed targets. • At times dealing with difficult and abusive customers.

Person Specification

<u>Qualifications and Training</u>		AP	INT
Proven working experience in a Customer Service Front Line environment, ideally in a Contact Centre.	E	X	X
Good standard of education/GCSE grades at least grade 4/c in Maths and English strong skills in numeracy & literacy.	E	X	
NVQ/Certificate in Customer Service or equivalent at Level 2.	E	X	X
Experience of working in a local authority Customer Contact Centre or similar.	D	X	X
<u>Knowledge/ Skills / Attributes</u>			
At least one year of substantial proven experience providing a high standard of customer care in a fast-paced environment working in a call centre, target-driven environment.	E	X	X
Experience of handling customer interactions on all channels – telephone, face to face, email, digital/social media.	E	X	X
Experience of listening to and questioning customers to obtain all information about their enquiry.	E	X	X
Able to remain calm under pressure and manage challenging customer service situations.	E		
Experience of using IT Microsoft Office, databases, and telephony systems in a customer focused organisation.	E	X	X
Able to deal with all enquiries and work with minimum supervision in a pressurised environment.	E	X	X
Be able to take ownership of enquiries and find solutions that are satisfactory to the customer and the Council.	E	X	X
Ability to communicate appropriately and effectively both orally and in writing.	E	X	X
Understand the importance of data protection/GDPR principles.	E	X	X

Able to work with accuracy and focus on the customer with attention to detail.	E	X	X
Able to take responsibility for the quality of service and to contribute to the team objectives.			
<u>Special Requirements</u>			
Must be legally entitled to work in the UK.	E	X	X
The hours are 36 per week, 8:45am to 5pm, and may be required for meetings starting at 8:30am occasionally.	E		X
Satisfactory BPSS check.	E	X	X
Able to uphold the values and behaviours of the Council.	E	X	X