

Role Specification – Apprentice Customer Services

Service Area	Customer Services
Role Title	<ul style="list-style-type: none">Apprentice Customer Services
Role Family	<ul style="list-style-type: none">Customer Services
Location	<ul style="list-style-type: none">Oxted/Agile
Operational Reporting Line	<ul style="list-style-type: none">Customer Services Team Leader
Functional Reporting Line	<ul style="list-style-type: none">Customer Services Manager
Grade	<ul style="list-style-type: none">National Minimum Wage (Dependant on Age)

Service area purpose

- The Customer Services team provides a professional and efficient service to external customers and councillors. The team is multi-skilled and has a broad range of skills and a comprehensive knowledge of council services to support customers and enable them to access services across a range of different channels.
- Drawing on call scripts, single customer records and work flow technology, the purpose of the team is to enable the most effective customer journey by:
 - Resolving a significant proportion of customer queries at the first point of contact or routing them to the right team.
 - Providing accurate advice and guidance.
 - Supporting access to channels across multiple channels.
 - Promoting self-service and sign posting additional services both internally and externally.

Specific responsibilities

- To carry out indexing of incoming work and document management within the Civica system for Council Tax and Benefits case loads. Provide administration support to other council teams as well as process incoming and outgoing post.
- To process customer enquiries and issues effectively using good practice guidance, policies and procedures and understand when to consult with others, including Specialists

- Respond to routine, simple and more complex enquiries in relation to Council Tax, housing enquiries, planning and waste and recycling queries.
- Meeting and greeting customers on the front reception desk and signposting them to other services as required

Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"> • General standard of literacy and numeracy required 	<ul style="list-style-type: none"> • Good standard of general education and/or equivalent experience

Experience

Desirable
<ul style="list-style-type: none"> • Experience of working in an office environment or customer facing role

Key skills and knowledge

Essential
<ul style="list-style-type: none"> • Proactive with commitment to provision of excellent customer service • Accuracy and attention to detail • Well organised and methodical • Team worker with ability to work on own initiative • Proficient in MS Office • Understanding of the broad requirements of the data protection principles • A commitment to equality and diversity • Good written and verbal communication skills • Able to perform efficiently and effectively under pressure