

## Customer Services Officer Grade 6

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

The job is based in a Customer Services area of Customer and Exchequer Services. This could include Kirklees Direct, the Contact Centre for Kirklees Council or the Customer Service Centres. Customer Services works on behalf of a number of Council Services. The job of Customer Service Officer is to provide a first class customer service to colleagues within the Council and external customers of Kirklees Council, handling customer enquires face to face, over the telephone, internet or email, giving information and resolving queries.

Customer Services is based within Corporate Services.

- Click [here](#) to find out more
- To find out more about working for Kirklees please click [here](#)

## The Job

This is a key role within the Customer Services area providing a responsive customer focused service to the residents of Kirklees who wish to contact their Council.

You will provide excellent customer service at all times in a positive, sensitive and respectful manner, adapting your approach as appropriate to ensure equality of access for all. Through training and experience, you will develop a good level of knowledge about relevant legislation and associated processes for the various areas of the council you will be representing. This will include Council Tax, Business Rates, Licensing, Housing, Planning, Schools, Welfare and Benefits etc.

As part of a large team, you will be working in a very busy office which handles a high volume of contacts from a wide ranging customer bases. Many of our customers are vulnerable, carry complex set of circumstances and can be demanding about a resolution to their needs. Equally the work can be very rewarding and many individuals and families will benefit significantly from the advice and guidance you will provide.

The Council has taken an innovative approach to designing customer service environments which supports and encourages customers to self-serve where appropriate, using online forms/ information, automated telephony, webchat, and leaving access to officers for more complex enquiries and support for vulnerable customers. You will be assigned a predominant location/area of work within Customer Services, though flexibility will be required to support other areas dependant on customer demand. Your day could be varied in role, requiring you to move from face to face enquiries, to telephony work or webchat which will also require ability to stand, sit and operate a screen for long periods, supported by appropriate rest breaks.

## Job Checklist

- Handle customer enquiries effectively, and where possible at first point of contact, across a number of different services involving different methods of communication: face to face, telephone, webchat, letter and by email.
  - interprets diverse information, and provides customers with up to date advice and accurate support to their enquiries, using data, systems and knowledge; e.g. benefits entitlement, school admissions, blue badge applications
  - Ability to establish a customer's welfare and financial circumstances by sensitively probing and challenging information shared.
  - deals sensitively with, and manage challenging situations, and difficult customers
  - Utilises proficient keyboard skills (e.g. talk and type, data input and retrieval)
  - Accurately complete online forms e.g. direct debit with, or on behalf of, customers
  - Ability to build rapport and trust with a diverse range of customers in a friendly, professional and responsive manner.
  - Signpost customers to inter-agency support to safeguard and promote the welfare of children and adults
  - Responds positively to individual, team and service objectives in line with performance standards and targets.
  - Builds and maintains good relationships with service partners through effective and respectful communication
  - Deals with confidential and sensitive information in line with data protection requirements
  - Supports the customer service strategy to empower customers to self-serve
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- Please click [here](#) to see your responsibilities related to safeguarding.

## The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work. The right behaviours and attitudes are as important to us as the skills you bring to the job.

Flexible and proactive, with a positive approach, you are open to new ways of working and keen to provide excellent customer service. You will be happy to suggest ideas for improvement and take an active role in every aspect of service delivery.

Have a friendly and polite manner; you enjoy the opportunity to engage with a wide range of customers from both inside and outside the Council. Working with people and as part of a team you are keen to share your experience with new or less experienced members of the team.

You will be keen to develop knowledge on a wide range of council services and will be proactive about your learning in continually changing customer service environment. You remain calm and resilient under pressure and are able to remain professional with difficult customers

In this role you will be supported to gain new skills and experience to equip you to develop in your role.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 1.

Click here to find out more [●](#)

## Person Checklist

- IT skills; you will need to be competent with basic packages such as the Microsoft Office Suite and, with training and support, use various Council systems to ensure all relevant information from customers is recorded accurately and appropriately on the IT systems in line with Data Protection and Freedom of Information requirements.
- Experience of delivering service excellence to customers, both face to face and over the telephone, with the ability to provide information and advice in a sensitive and understanding manner.
- Literacy and numeracy skills to be able to produce routine documentation and understand complex guidance and regulations
- Takes responsibility for ensuring knowledge is current; is committed to personal development and willing to undertake further training as necessary.
- A positive individual who engages well with colleagues, can adapt their communication style as required, and contributes to good team spirit.
- Able to demonstrate use of initiative and has a flexible and adaptable approach to working in a team.
- Understands equality of access to council services and actively promotes this.
- Willing and available to work flexibly across the opening hours of the service on a rota basis according to changing customer demand
- Able to travel to different work locations when required
- Accepts a Disclosure and Barring Service Disclosure may be required.

*This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.*

**For Recruitment Purposes:** In order to be considered for this role you will need to demonstrate your ability to meet the criteria outlined in the Person Checklist