



WEST LANCASHIRE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Housing and Inclusion Services
Service:	Customer Experience
Section:	Customer Services
Job Title:	Customer Services Assistant
Grade:	Scale 3
Designated Line Manager:	Assistant Customer Services Managers
Directly Responsible for:	None
Car Categorisation of Post:	None

Purpose of Job:

To provide an efficient and streamlined service to customers of West Lancashire Borough Council and be the first point of contact for all service enquiries.

To provide this service via telephony from the Contact Centre in Ormskirk and face to face from the Customer Service Points in Skelmersdale and Ormskirk.

Core tasks:

1. To respond to face to face, telephone and electronically delivered queries to the Customer Services section, establishing which service is required and ensuring that appropriate information and advice is given.
2. Manning of the Council's Customer Service Points (CSP's)
3. To act as "Greeters" at the Customer Service Point in Ormskirk & Skelmersdale.
4. To interpret queries/problems generated by customers and to act as their advocate in providing appropriate and timely solutions.
5. To liaise with other council staff and outside agencies / organisations as necessary.
6. When unable to resolve a query, to re-direct to an appropriate officer and to monitor that the customer receives a positive response.
7. To provide feedback to customers on the status of their enquiries.
8. To check claim forms for Housing and Council Tax Benefit and verify income, capital and personal details to verification framework standards.
9. To contribute to continual improvements in customer care by embracing all new IT and systems developments.

10. To contribute to team briefings in order to enhance the service being provided – these may be held outside of the Contact Centre’s usual opening times (up to 7.00pm) in line with the Council’s flexi time Scheme.
11. To participate in performance monitoring to assist in the personal development of staff training requirements.
12. To maintain agreed standards when responding to each call, including following the Authority’s complaints procedure when appropriate, to ensure that callers are always provided with a high quality and efficient service.
13. To adhere to the agreed protocols of the Customer Services section and Housing & Inclusion Directorate.
14. To maintain cover of the service for the hours 8:30 a.m. to 5:30 p.m. as per the Council’s flexible hours working arrangements.

Customer Care: To meet the Council’s Standards of Customer Care at all times.

Core Tasks: To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

Equal Opportunities: The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

Health & Safety: All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

Legislation: To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

Training & Development: To comply with the Council’s policies and practices relating to training and development, including a regular development appraisal.

Please note: Annual/Flexi leave restrictions may be put in place in order to maintain service delivery.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

Prepared by:	Helen Morrison	Date:	September 2019
Approved by:	Chris Twomey	Date:	September 2019