

**GOSPORT BOROUGH COUNCIL**

**Job Role: Customer Services Advisor**

**Grade: 3**

**Location: Town Hall, Gosport**

21 hour week, Tuesday, Wednesday & Friday, in accordance with the Council’s scheme of flexible working hours.

**Who are we looking for?**

We are looking for someone who can provide a courteous, helpful and effective reception, call centre, postal and cashiering service to the customers and employer.

The post holder will be able to converse at ease with customers. Being able to provide advice in accurate spoken English is essential.

The post holder must maintain the confidentiality of information coming to their attention during the course of employment.

**What is the role?**

*Reception*

* To receive visitors in a warm and welcoming fashion.
* To be the first port of call for visitors responding/directing to the most appropriate resources to deal effectively with enquiries.
* To log visitors on the appropriate systems.
* To book appointments in our service desks.
* Maintain an open reception area to avoid congestion/poor image.
* Maintain the supply of publicity material in the reception area and remove outdated publications.

*Call Centre*

* To process incoming calls courteously and professionally.
* To listen and give clear advice.
* To respond or direct to the most appropriate resource.
* To take payments for multiple departments.
* To establish priorities between calls.
* To transfer calls explaining your actions and potential reasons for delays.

*Post Room*

* To receive incoming mail, and sort into departmental pigeonholes as necessary.
* To receive mail from departments, sort and record mail in accordance with the correct postal rate ready for collection by the Post Office.
* To collate and deliver mail to the Councillors lockers.

*Cash Desk*

* To assist with the collection and receipting of approved income due to the Council.
* To ensure all monies received are recorded correctly.
* To carry put basic diagnostic, repair and maintenance work of cash receipting printers.

*General*

* Report any system faults.
* To maintain good working relationships with colleagues, staff and Members of the Council.
* Deal with difficult customers and liaise as necessary with the Senior Customer Services Advisor and Civic Officers.
* To undertake other tasks, as authorised, on behalf of other Council services.
* Additional tasks may be required to assist other teams, such as enveloping bulk mailing.
* To assist in Emergency Planning exercise.

**Who is the person?**

The successful candidate will:

* Possess basic computer and keyboard skills for data input and information retrieval.
* Demonstrate good numeracy skills.
* Have experience in cash handling and record keeping.
* Possess good interpersonal and communication skills.
* Be competent in the use of a PC and standard office software.
* Demonstrate excellent customer care skills.
* Be able to communicate clearly and accurately in spoken English, providing information and advice effectively.
* Have experience of dealing with the public both in person and over the telephone.
* Be able to use initiative and work effectively under pressure.
* Be capable of dealing with a wide range of people in potentially difficult situations.
* Have a positive, willing, and enthusiastic approach to training and development.
* Be flexible and able to provide cover for colleagues during absences.
* Demonstrate a calm, professional, and responsible approach to work.
* Be reliable and an effective team member.
* Have an understanding of Equality and Diversity principles.
* Have an understanding of GDPR and data protection requirements.

**Desirable (but not essential):**

* Hold a qualification in reception work, customer care, or business administration.
* Have experience of working on a switchboard or within a call centre environment.
* Have experience of working in a reception role.
* Have experience of cashiering or payment handling.