



Job Description

Directorate	Corporate Services
Service	Contact Warrington

Post details	
Job title	Customer Service Advisor
Grade	5
Location of work	1 Time Square, Warrington
Directly responsible to	Customer Service Team Leader
Directly responsible for	Contact Centre Manager
Hours of duty	21
Primary purpose and scope of the job	
<p>To provide a comprehensive and responsive level of customer service on behalf of the authority.</p> <p>To work as part of a multi-functional Customer Contact Team. To provide high quality customer- focused service for a wide range of Council services.</p>	
Working Relationships	
<p>Members of the public, Officers from all Directorates at all levels, Members, Other Local Authorities/Public sector bodies, voluntary and community groups, private sector.</p>	

Key Tasks and Responsibilities

1. To provide a quality and customer-focussed service that delivers effective outcomes for customers and the Council using initiative, tact and problem-solving techniques.
2. Deal with all enquiries and requests from customers in a positive, friendly, professional and helpful manner ensuring that enquiries are correctly diagnosed, responded to and effectively handed over to back office or specialist services where necessary. Enquiries may be received through a variety of channels.
3. Process enquiries and requests efficiently and accurately using a range of PC based systems used to support the service including CRM, Knowledge base, email, internet, telephony and other databases as required.
4. Provide accessible and comprehensive information and advice to customers on all Council services delivered through the Contact Centre by keeping up to date with all aspects of services delivered. Aiming to resolve all enquiries at first point of contact where possible
5. To effectively and thoroughly process enquiries, requests and complaints received taking responsibility for following up enquiries to ensure Customer satisfaction.
6. Facilitate the completion of forms or applications on behalf of the customer - including the booking and processing of requests for service payments
7. Arrange appointments for customers to meet Council staff and visits for Council staff.
8. Process cash, cheque, debit and credit card payments.
9. Conduct Customer Satisfaction Surveys via the One Stop Shop and other contact media as required by the Customer Services Manager.
10. Work flexibly across the opening hours for the Call Centre and One Stop Shop and locations of the Contact Centre and Council receptions.
11. Undertake training and development relevant to the post and assist the Team Leaders in the development of new staff and trainees through mentoring and job shadowing.
12. Operate professionally both as an individual and as team member for the benefit of the customer at all times. Promoting ideas, suggestions and feedback at team meetings to contribute to the effectiveness and continued success of the service.
13. To be responsible for own personal appearance and upkeep of uniform...
14. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including Equal Opportunities legislation the Health and Safety at Work Act, Data Protection Act, Disability Discrimination Act and Freedom of Information Act.
15. Work in accordance with the Council's policy on Customer Contact and assist with delivering the Council's commitment to Best Value.
16. Promote a positive image of Warrington Borough Council, working as part of a cohesive team
17. To undertake additional duties as are reasonably commensurate with the level of this post.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required, and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Sharon Clancy
Role	Contact Centre Manager
Date	21 May 2025