



Job description

Job title: Customer Liaison Officer

Grade: Career Grade 5 to 6

Directorate: Housing and Communities

Reports to: Customer Service Team Leader

Purpose of the job

To be the first point of contact for service requests from customers, members of the public, businesses and other organisations. To provide an effective service through all access channels to include the phone, email, face to face and online digital services and to bring enquiries to a satisfactory resolution. To provide a high level of customer care focusing on the customer needs of the customer at all times.

Main areas of responsibility

To provide general and specific information, advice and services to the general public, councillors and external organisations and advocate excellent customer service at all times.

To take responsibility for dealing with enquiries and transactions at the first point of contact, resolving customer's queries and ensuring relevant action is taken for service requests. Where appropriate to act as an advocate to pursue on behalf of the customer.

To identify appropriate services and solutions to enquiries and complaints by effective questioning and exploring all avenues of resolution in relation to the customer's circumstances.

To assist in the prevention of and recovery of payment arrears, by assisting customers in setting up arrangements for future payments.

To assist customers in the completion of application forms, ensuring all relevant information is provided and accurate. To process those applications where appropriate.

To maintain an up-to-date knowledge of relevant legislation, policies and procedures for all service areas and ensuring changes are applied accordingly to the appropriate duties.

To record and maintain customer contact information, in line with the available technology, to assist with enquiry handling and to provide accurate management information.

To pro-actively obtain feedback from the public in order to highlight areas of improvement in all service areas and to show a commitment to quality improvement.

To exercise the highest level of integrity when dealing with personal and sensitive information and acting in accordance with the Data Protection Act at all times.

To process council tax and business rate accounts to ensure that customers are paying the correct rates and receiving any applicable discounts or exemptions.

To actively contribute to a team working environment by working collectively as a Customer Service Team but also establishing and maintaining relationships with other teams to ensure effective referral and training processes to be carried out.

To promote other service delivery and access channels as appropriate.

As required provide training or transfer knowledge to colleagues

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be effected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.



Person specification

Previous experience of providing information and advice to the public in a customer service environment.

Previous experience of working in a contact centre environment with a proven ability to use listening, talking and emotional intelligence skills to resolve customer enquiries is desirable.

The ability to be assertive and confident to control calls to a satisfactory conclusion.

Excellent ICT skills and experience of using a wide range of systems to record and retrieve information

Good keyboard skills with the ability to enter data and information into systems quickly and accurately

A strong desire to deliver excellent customer service to a wide range of customers while remaining professional in difficult situations.

Understanding of and commitment to Health and Safety legislation and guidance

Excellent working knowledge of Microsoft Office suite applications.

Knowledge and understanding of the services provided at Melton Borough Council

Understands the principles of excellent customer service including listening to customers and colleagues and using feedback to improve services.

Is committed to developing self and others by sharing knowledge and information

Recognises the importance of creating a cohesive and inclusive workplace where diversity is celebrated

Qualifications

Good general education to include Maths and English

NVQ level 2 in Customer Service is desirable but not essential



Career Grade

Melton Borough Council is an ambitious local authority. We are committed to the development of our colleagues and work hard to create a working environment which allows people to grow and develop their career.

The career grade for the role is based upon achievement which is work based and work relevant. There is also the opportunity to gain a qualification, to create a programme that is flexible and broad in both content and delivery.

Melton Borough Council will support you in the career grade by:

- Providing a programme of training within the workplace to support you in your role.
- Allow time to attend training where appropriate
- Encourage further development.
- Paying the appropriate wage along with other great benefits
- Offer you flexible working opportunities to support your work life balance

Progression through the grade will be dependant on satisfactory performance against all criteria, and the availability of work at the appropriate level.

Satisfactory performance will be based on feedback from one to ones with your manager, measured using the following criteria:

- Standard of work
- Attendance
- Motivation
- Development
- Attainment of objectives/goals

This list is not exhaustive and additional criteria may be considered relevant.

Band 5 (£24,790 to £25,183 as at 01 April 2024, pay award pending for 01 April 2025)

- Can confidently answer the phone in the call centre and respond to general customer enquiries.
- Can confidently staff reception and assist with face to face enquires
- Can confidently and accurately process the incoming post

- Can effectively listen to customer queries and uses questioning techniques to ensure all the relevant information is understood in order to sign post to appropriate service or resolve matter by self
- Can confidently complete basic council tax account processing including, Opening accounts, closing accounts, single person discounts and setting up payment methods.
- Is able to navigate the relevant ICT systems efficiently and with confidence
- Makes relevant documentation on the CRM and service specific systems.
- Can offer advice and guidance on council services to the Customer Services admin.

Band 6 (£25,584 to £27,269 as at 01 April 2024, pay award pending for 01 April 2025)

- Has the skills to train others in the team
- Can respond independently to a wide range of issues and resolve matters for the customer at the first point of contact where appropriate
- Regularly makes suggestions for improvements that lead to better service delivery
- Confidently process complex council tax/ NNDR account actions including;
 - Billing exceptions
 - Exemptions and discounts
 - Refund authorising (up to £15,000)
 - Reviewing and processing failed automated account updates
 - Processing probate and death notifications
 - Processing returned indemnity forms
 - Provide guidance to colleges