

Job Title: Customer Services Assistant

Department	Customer and Local Services
Section	An operational Hub
Reports to	Team Leader
JE Ref: CLS121 Grade: CS05	
JE Date:	13/08/2019

Job purpose

To provide a front-line service to all customers and respond to queries, some of whom may be vulnerable, challenging and/or emotional. Process and respond to simple customer applications and correspondence.

Overall aim is to help customers access services and provide them with an efficient and professional service.

Job specific outcomes

- Assess and determine basic entitlement and advise customers (face to face, telephone, online) to ensure they receive the government services they are entitled to as well as ensuring they fully understand their responsibilities e.g. accurate disclosure, referring more complex applications to colleagues thereby ensuring the customer receives the most appropriate support.
- Appraise, advise and give guidance to customers, who may be vulnerable, challenging or emotional, so they can easily access and obtain advice, support and decisions in relation to the department's services.
- Update internal systems and data, including making changes to records such as change of address and other customer or departmental related information to ensure accurate customer records are maintained.
- Carry out simple calculations to determine customer eligibility in relation to a range of government services which may be covered by a number of different laws and ensure customer applications are processed in accordance with policy and legislation.
- Ensure all work undertaken complies with the department's SLAs, objectives and relevant legislation in order to achieve a consistent customer experience across the department.
- Update internal manual and computerised systems to reflect customer contact and any decisions made to ensure an audit trail, good customer service and full compliance.

- Process simple applications, customer correspondence and related work to ensure customers receive timely service in line with expected standards and SLAs
- Respond to customer complaints according to agreed standards, escalating as necessary to ensure a robust and consistent approach to maintain customer confidence.
- Ensure safeguarding processes are promoted and implemented to protect vulnerable adults and children.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<ul style="list-style-type: none"> Level 2 Customer Care NVQ or equivalent 	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<ul style="list-style-type: none"> Knowledge of the work of the department and its services to the public. 	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<ul style="list-style-type: none"> Ability to proficiently use Microsoft Software Packages. Literate and numerate; able to read and understand and explain legislation and policy, calculate customer claim data, write letters and complete departmental forms. 	<ul style="list-style-type: none"> Ability to speak a relevant community language e.g. Portuguese or Polish and demonstrate a cultural awareness to support customers whose first language isn't English
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<ul style="list-style-type: none"> Ability to deal with difficult, complex, sensitive and contentious customer issues. Ability to use listening and investigative skills to understand customer circumstances to make appropriate decisions or refer to colleagues for support. Able to build rapport with customers to quickly 	

	<p>understand their needs, manage or triage to a colleague.</p> <ul style="list-style-type: none"> • Resilience to be able to work in difficult and challenging situations • Sufficient communication skills to be able to manage situations where customers have mental health issues, alcohol or drug abuse problems, language barriers and inability to comprehend or understand decisions. 	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism.</i> <i>This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<ul style="list-style-type: none"> • Experience of working within a customer focused environment dealing with customers face to face and on the phone. 	

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.