

## JOB SUMMARY

<b>Post Title</b>	<b>Customer Advisor</b>						
<b>Job Family</b>	<i>Service Delivery</i>	<b>Pay Range</b>	<i>05</i>	<b>Line Manager to others?</b>	<i>no</i>	<b>Role profile ref</b>	
<b>Service Area</b>	<i>Contact Centre</i>						
<b>Line Manager</b>	<i>Cate Sheen</i>						
<b>Location</b>	<i>Westridge in Ryde, Ryde Help Centre in Ryde and Islehelp in Newport</i>						

### Job Purpose 1-2 sentences

To deliver a professional, high-quality service to customers contacting the Isle of Wight Council via the Contact Centre or Help Centres by addressing queries and requests efficiently. Aim to resolve the majority of enquiries at the first point of contact by applying the knowledge, training, systems, and procedures provided. Actively encourage customer feedback, including complaints, comments, and compliments, to support service improvement.

### Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities) 6-8 bullet points max

- Resolve most customer enquiries and requests at first contact across multiple channels (phone, face-to-face, email, letter, voicemail, webchat, SMS and social media), meeting performance targets
- Deliver excellent customer service by demonstrating ownership, accountability, quality, and a proactive “can do” attitude
- Accurately log and respond to enquiries using a bespoke telephony platform and various service-specific systems
- Maintain and update customer records in line with IWC systems, processes, and data standards
- Process payments and support income collection in accordance with council policies and financial procedures
- Use internal resources, including the intranet, to provide accurate information and assist with online customer queries
- Offer clear and accurate signposting to external services for both customers and team-handled enquiries
- Support additional administrative functions while maintaining a flexible skill set to respond to changing service demands.

### Knowledge, Skills and Experience

<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Experience of dealing with customers in a contact centre or similar environment		<b>E</b>	
Excellent communication skills and telephone and face to face experience		<b>E</b>	
Experience of working in a team		<b>E</b>	
Experience of responding to customer enquiries through alternative channels ie SMS, webchat and social media		<b>E</b>	

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Thorough knowledge of council services and its structure		<b>E</b>	
Customer focused, sensitivity and empathy to relate to people in a variety of situations		<b>E</b>	
Experience of working to timeframes and performance targets		<b>E</b>	
Experience of dealing with sensitive and/or confidential information and committed to the principles of equality and diversity		<b>E</b>	
Efficient and very well organised with the ability to stay calm under pressure		<b>E</b>	
Literate and numerate, attention to detail and the ability to maintain required records		<b>E</b>	
Excellent keyboard skills including use of Microsoft applications and specialist systems		<b>E</b>	
<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
4 GCSE grade C or above or equivalent (including Maths and English)		<b>E</b>	
NVQ level 2 in Customer service or similar, or appropriate relevant experience		<b>E</b>	
<b>Other Requirements</b>			
Willing to be flexible to meet service requirements, sometimes at short notice			
<b>Organisation Structure (optional)</b>			