FAREHAM
BOROUGH COUNCIL

Our values



JOB TITLE: Customer Service Adviser

SALARY: £27,204 - £29,071 (37 hours per week)

What is the role?

Excellent customer service is essential to the Council improving and delivering great services. This role is often the first point of contact for people approaching the Council and as such acts as a representative for the organisation. You will work in a team to help direct customer enquiries to the appropriate service, whilst ensuring a high level of customer service is provided.

You will:

- Provide a first point of contact for telephone and face-to-face enquiries to the Council and direct customers to the appropriate service
- Receive and process transactions for customers at the Payment Desk
- Process email enquiries received by the Council
- Sort and distribute incoming post and prepare outgoing mail
- Carry out some administrative tasks

Who is the Person?

It is important to us that you have:

- Excellent verbal communication and listening skills and the ability to remain calm under pressure
- Excellent ICT skills, including exceptional keyboard skills and proficiency in the use of Microsoft Office
- Organisation and time management skills
- Numeracy skills
- The ability to work as part of a team
- Flexibility to deal with changing priorities and the ability to multi-task
- Willingness to develop skills and undertake training

What to expect in the role of Customer Service Adviser

- Fareham Borough Council is committed to providing excellent customer service and as a Customer Service Adviser, you will be the frontline for managing customer enquiries

- Main responsibilities will include answering incoming telephone calls, providing a first point of contact for face-to-face enquiries at our main reception, receiving and processing payments and sorting and distribution of post
- Your working day, duties and lunch break will be allocated via a monthly rota and you will know your duties in advance
    - these may change at short-notice if required operationally
- Duties and timings will vary from day to day and one hour lunch will be given, between the hours of 11am and 3pm
- Flexi time is not in operation in the Customer Service Centre, although occasionally you may be offered a half-hour lunch for operational reasons; any time accrued will be given as TOIL
- The main role over the working week will be telephone duty; this involves handling all incoming calls and answering enquiries, signposting and transferring calls to named officers or other departments
    - there will be days when you will be required to cover telephone duty for the entire day
- When on reception duty, you will cover this for a whole day processing both face-to-face and postal payments and answering telephone calls and greeting members of the public that come to the Civic Offices.
- You may be required to carry out other duties, including responding to and forwarding emails and other administrative work including survey data entry
- The successful applicant will be trained in telephone call handling and reception duties initially, before then progressing on to payment processing and postal functions.

Our policy is to make adaptations for those who have substantial and long term disabilities. If you need an adaptation to carry out any of the above please let us know.

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