

## **BRAUNSTONE TOWN COUNCIL**

### **JOB DESCRIPTION**

**JOB TITLE:** Customer Service & Reception Assistant

**GRADE:** NJC Scale 8 – 11

**RESPONSIBLE TO:** Senior Customer Service & Centres Officer

**RESPONSIBLE FOR:** N/A.

#### **PURPOSE OF JOB:**

1. To provide efficient enquiry and information services including directing members of the public to other organisations, assisting and advising customers and providing information on Council services and decisions.
2. To support the efficient operation of the Council's Community Facilities by assisting and advising hirers, administering bookings and taking payments.

**KEY RELATIONSHIPS:** Customers, Service Users, public service providers, third sector service providers, partner organisations, community groups, Council Managers, colleagues.

#### **MAIN DUTIES:**

1. To take responsibility for resolving a wide range of customer enquiries in a professional, efficient and sensitive manner by:
  - a) the provision of accurate information, advice and assistance,
  - b) acting as the first point of contact dealing with face to face, telephone, letter, fax, email and web based enquiries,
  - c) assisting members of the public to make service requests and accessing and retrieving information,
  - d) actively seeking advice from within the Council and from partner Council departments to enable "one stop" enquiry resolution and where appropriate, act as an advocate to pursue service requests on behalf of the customer, and
  - e) identifying and referring enquiries which may require further investigation by a professional officer or external agency
2. To take responsibility for ensuring that information provided to customers and users is accurate and relevant by:
  - a) maintaining contact with partner and community organisations,
  - b) maintaining adequate stock levels of information booklets and leaflets, forms and other printed material,
  - c) ensuring that notice boards, displays, resources and leaflets are updated, and
  - d) ensuring that all computerised information systems are kept up to date.
3. To ensure that the needs of room hirers and users are met and a high standard of customer service is provided by:
  - a) keeping a diary of all room bookings and the associated requirements, arranging catering and conveying requirements to the Licensee and centres staff,
  - b) greeting visitors, recording a group/hirer's presence, directing visitors to appropriate rooms and ensuring that their needs are met, and
  - c) showing potential hirers around the Council's premises and advising them on hiring and room layout options.
4. To ensure the safety and security of users and occupants by:
  - a) evacuating the building/premises in the event of fire or other emergency,

- b) complying and ensuring compliance with the law and regulations, Health & Safety, Town Council Policies and terms and conditions of hire, and
  - c) providing access to first aid, calling for emergency help and facilitating access to the emergency services when required.
5. To receive cash and process debit/credit/on-line payments for services in line with the relevant Council's Standing Orders and Financial Regulations, including:
    - a) receiving and recording payments made into the Council's Cash Office, in accordance with laid down procedures and proper security measures, and
    - b) responsibility for ensuring that all bookings and cash receipts are entered onto the computerised system, and
    - c) ensuring the safe deposit of all monies remaining in the Cash Office at the end of each working day.
  6. To record and maintain customer contact information and progress with enquiries accurately and in line with the available technology.
  7. To assist with the sales, marketing and promotion of the Council's Community Facilities, both community and commercial use of these facilities.
  8. To maintain and update the Community Facilities and Customer Service pages on the Council's Website ensuring accurate and up to date information and promotional material is provided on the Community Centres, including hire prices and arrangements, and on services which can be accessed from the Council's service locations.
  9. To assist with the day to day operation, maintenance, security and wellbeing of the Council's premises, including maintenance programmes, supervising contractors and others regarding work in the buildings.
  10. To undertake work at the Council's Community Facilities and service locations across Braunstone Town, including occasional sickness and leave cover at the Library.
  11. To positively promote the Council's Corporate Complaints procedure and assist customers as appropriate in accordance with procedures.
  12. To attend occasional staff meetings/training sessions as necessary, which may be out of normal working hours and/or at other establishments as required.
  13. To provide cover for colleagues in the Service/Team and undertake any other reasonable duties that may be required by your Line Manager.

**SALARY/TERMS OF EMPLOYMENT:**

Employed within a salary scale which covers NJC Spinal Column Point Range 8 – 11 for all hours worked on the shift pattern.

All other terms and conditions in accordance with the National Joint Council for Local Government Services National Agreement on Pay and Conditions of Service (The Green Book). The employment will be subject to a probationary period of six months' satisfactory service. Payment of salary by bankers transfer - monthly in arrears.

Braunstone Town Council is an Equal Opportunities Employer.

<b>PERSON SPECIFICATION – CUSTOMER SERVICE &amp; RECEPTION ASSISTANT</b>			
<b>KEY JOB REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>TESTING MECHANISM</b>
<b>QUALIFICATIONS</b>			
Good general education	✓		Application Form
Maths and English language qualification (GCSE minimum)	✓		Application Form
European Computer Driving License (ECDL) or equivalent		✓	Application Form
<b>EXPERIENCE</b>			
Working with people or with the general public in a customer services environment	✓		Application Form
Cash handling within a work environment		✓	Application Form
Handling telephone calls via a busy switchboard		✓	Application Form
<b>KNOWLEDGE</b>			
Knowledge of the functions and services of different Councils and other public bodies	✓		Interview
Knowledge of health and safety, data protection and equal opportunities requirements in a public service/customer focused environment		✓	Interview
<b>SKILLS</b>			
Excellent communication and language skills – both written and verbal	✓		Interview (applicant will be asked to undertake practical exercise)
Keyboard and IT skills, including good working knowledge of Microsoft Office applications (Including Excel).	✓		
Keyboard, IT and use of the Internet	✓		
<b>PERSONAL QUALITIES</b>			
Willingness for continuous learning, including use of computerised systems	✓		Interview
Ability to fit into a committed and customer focused team	✓		Interview
An enthusiasm for customer care issues and the self confidence to deal with people at all levels in a professional manner	✓		Interview
The ability to work on your own initiative and accept responsibility for the security and safety of a public building	✓		Interview
Commitment to a flexible working hours pattern to meet the demands of the service	✓		Interview
<b>OTHERS</b>			
Willingness to work at any of the Town Council's Premises.	✓		Interview