



Job Description and Person Specification

Job Title	Customer Services Advisor
Job Grade	NCC grade C
Reports to	Team Leader (CSC)
Direct Reports	None
Role Purpose	The post holder will be responsible for handling customer enquiries over the telephone and via email and other related duties within the Customer Service Centre. The Customer Service Centre provides a comprehensive 24 hour / 365 days a year enquiry, information and advice service to tenants in relation to general housing matters including repairs, tenancy and estate management, rent payment and arrears.
Key Accountabilities	1. To effectively and efficiently handle a large volume and variety of customer enquiries including rent payments and account management, repair appointments and queries and general tenancy and estate management related issues within company performance targets and while demonstrating excellent standards of customer care. 2. To proactively telephone customers to investigate the reasons for rent arrears, to seek payment and to provide a range of solutions to assist the customer to manage their accounts effectively. 3. To participate in monitoring customer satisfaction, including involvement and participation in telephone surveys. 4. To operate computer applications producing reports, schedules, correspondence and other information as required. 5. Be regarded as a local 'expert' in customer service matters, offering both specialist and general advice on topics such as rents, repairs, and tenancy & estate management enquiries. 6. To display a positive, flexible and proactive approach to delivering an excellent customer care service, including dealing sensitively with a diverse customer base. 7. To attend training and team meetings as directed and to ensure that operational processes and procedures are adhered to in order to help contribute to the overall effectiveness of the team's performance. To maintain confidentiality of customer information within Data Protection guidelines and to ensure that legal, statutory and any other relevant legislation and guidelines are strictly observed. 8. Other duties which are broadly consistent with the job description and level of the post.

HS1000000026



Nottingham
City Council

Housing
Services

Created.....

Signed and agreed by the post holder..... date.....


PERSON SPECIFICATION – Customer Service Advisor

Requirements	Essential – E /Desirable - D
Experience and knowledge	
Experience of working in a fast moving, pressurised environment dealing with complex levels of data and conflicting priorities.	E
Previous knowledge of Housing Services issues.	D
Experience in rent collection and pursuing rent arrears including an understanding and working knowledge of legislative process and best practice principles affecting collection of rent and debt recovery.	D
Experience of effectively and efficiently handling a variety of customer enquiries including rent management, repair appointments and queries and general tenancy and estate management related issues, within company performance targets, demonstrating excellent standards of customer care.	D
Experience of data entry, maintaining databases and spreadsheets.	D
Experience of participation in monitoring customer satisfaction including carrying out telephone surveys.	D
Experience of working within an office environment and undertaking general administrative support such as filing, photocopying, answering of telephones and general office duties using a range of office equipment	D
Understanding of financial regulations and company procedures relating to financial matters	E
Knowledge and experience of using contact centre technology/bespoke IT systems.	D
Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to input and retrieve information.	E
Experience of maintaining confidentiality of customer information within data protection and other relevant legislation and guidelines.	E
Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of Nottingham City Council's Equality, Diversity and Inclusion strategy and objectives.	E
Skills & Abilities	
Good interpersonal skills and a proven ability to communicate effectively, including active listening and questioning.	E
Ability to develop and present written or verbal information in a clear and concise manner.	E



Able to demonstrate skills to improve services and performance for our tenants and leaseholders.	E
A proven ability to represent the service by developing and maintaining effective liaison and relationships with internal and external representatives and other bodies.	E
Demonstrated firm but fair approach to managing, customer services and relationships, whilst maintaining a professional attitude	E
Proven ability to work to a high level of accuracy.	E
Qualifications	
NVQ Level 2 in administration, or customer care, or contact centre operations or equivalent qualification or willing to work towards a relevant qualification.	D
Behaviours	
Demonstrated self-motivation, and able to work with minimum of supervision	E
Demonstrated capacity to effectively organise, use own initiative to prioritise workload to ensure that tasks are completed in an efficient and timely manner.	E
Ability to make accurate and timely decisions, often in pressurised situations and to act tactfully and with sensitivity and courtesy at all times	E
Ability to work effectively as part of a team.	E
Must be flexible in your approach to work and be prepared to work a range of shift patterns and rotas according to the needs of the service and willing to work at other office locations as required.	E

Author.....

Date.....