Post Title: Customer Retention Officer

Grade: D

# Job Purpose

To promote the Council’s vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

To act as first point of contact within the Environment and Sustainability directorate for Commercial and Domestic customers primarily via the telephone, but also through other channels appropriate to the demand.

To be a main point of contact within the contact centre by managing credit control and debt recovery processes, payment and issuing invoices through the CRM or any other system, maintaining accurate financial reconciliation records accessible at all times and referring the customer to the appropriate department, partner, or external organisation.

To undertake a range of administrative duties to support the Customer Services team, Commercial, and Business development officers.

#  Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours,

linked to the following four themes:

* **Individual Leadership**: by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
* **Equality Diversity & Inclusion**: by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council’s Code of Conduct.
* **Change & Innovation**: by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
* **Collaboration**: by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

# Specific Duties

1. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation’s EDI strategy and objectives.
2. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
3. Deliver excellent customer service appropriate to the needs and requests of customers across the Environment and Sustainability directorate.
4. Making outbound calls to prospective and existing Enviroenergy commercial and domestic customers providing information about the services offered by Environment and Sustainability and to book appointments for site visits.
5. Making outbound follow up calls to commercial and domestic customers to establish levels of customer satisfaction.
6. Dealing with inbound enquiries from potential and existing commercial and domestic customers. This includes providing information about products and services available; prices and specifications, booking appointments, taking payments, and resolving issues with services provided.
7. Dealing with enquiries regarding invoices issued for services provided and resolving issues including the reissuing of invoices where necessary.
8. To provide service specific support to the customer to support commercial and domestic marketing campaigns, membership campaigns, providing marketing updates and relevant reporting information for briefings and board reports.
9. To support customers in their understanding and completion of relevant forms, documents, and applications where appropriate, including providing advice and guidance on the eligibility for services.
10. Providing support for Citizen enquiries, including taking bookings and making appointments; resolving issues with services provided to customers; taking payments and providing service specific or general information about the range of services across the Directorate.
11. To process direct debit enquiries, statements, bills, standing orders, exceptions reports, consumption reports, and any other ad-hoc reports for clients as deemed necessary to ensure delivery of the service supporting the EEMonitor.
12. To work within relevant quality service standards and performing against agreed individual targets.
13. In cooperation with colleagues, agree and participate in duty rotas that meet parameters set by management.
14. Operates, maintains, and accurately updates the IT systems as required by the role and other systems as necessary.
15. Presents a professional image to Nottingham City Council at all times while on duty and/or identifiable as a Council employee.

**Numbers and grades of any staff supervised by the post holder: 0**

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

**This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**Produced by - Customer Service & Transformation Manager**

**Date 10/05/2023**

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| **Job title: Customer Retention Officer** |

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| AREA OF RESPONSIBILITY | **REQUIREMENT** | MEASUREMENT |
| A | **AC** | D |
| **Individual Leadership**  | Takes personal accountability for own development. | 🗸 | **🗸** |  |
| Drive and motivation, ability to deliver against challenging objectives. | 🗸 | **🗸** |  |
| **Change and Innovation**  | Confidence and ability to put forward ideas for change. | 🗸 | **🗸** |  |
| Ability to be creative, to be able to identify problems and work to create solutions. | 🗸 | **🗸** |  |
| **Collaboration**  | Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships. | 🗸 | **🗸** |  |
| Evidence of actively working with others to improve collaboration internally and externally. | 🗸 | **🗸** |  |
| **Equality, Diversity, and Inclusion**  | An understanding of why it’s important to consider equality, diversity, and inclusion in all that we do. | 🗸 | **🗸** |  |
| Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham’s people. | 🗸 | **🗸** |  |
| **Technical Skills and Knowledge**  | Verbally communicate advice and information in a clear and concise way to a diverse range of customers. | 🗸 | **🗸** |  |
| Explain the Councils and Enviroenergy’s policies and procedures to a diverse range of customers. | 🗸 | **🗸** |  |
| Actively listen to the customer and asks appropriate questions to fully understand customers’ needs. | 🗸 | **🗸** |  |
| Takes ownership of customer enquiries and problems. | 🗸 | **🗸** |  |
| Advise on options available, suggest alternatives and/or improved solutions. | 🗸 | **🗸** |  |
| Manage difficult conversations calmly and effectively, resolving dissatisfaction at the first point of contact where possible. | 🗸 | **🗸** |  |
| An understanding of the services that are provided by Environment and Sustainability directorate and Enviroenergy. | 🗸 | **🗸** |  |
| Ability and willingness to make outbound calls to prospective customers and existing account holders to promote products and services. | 🗸 | **🗸** |  |
| Make outbound calls to customers to review levels of customer satisfaction. | 🗸 | **🗸** |  |
| Handling inbound calls from prospective customers and provide information and book appointments. | 🗸 | **🗸** |  |
| Handling inbound calls from existing customers with enquiries on services provided. | 🗸 | **🗸** |  |
| Search multiple data sources and use own knowledge to provide information and resolve issues and requests at the first point of contact. | 🗸 | **🗸** |  |
| Customer enquiries appropriately escalated to manager or other colleagues for resolution. | 🗸 | **🗸** |  |
| **Qualification requirement** | N/A |  |  |  |
| **A - Application** | **AC – Assessment Centre** | **D – Documentary** |

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