



## Your job

**Job Title: Customer Services Assistant Customer Facing Telephony**

**Service: Customer Contact Centre**

**Grade: 4**

**Reporting to: Assistant Business Partner**

You will provide a comprehensive, efficient, and effective telephony, online and digital enquiry resolution service, using intuition and decisive customer service skills which enable delivery at the first point of contact against agreed performance criteria, which enhances the reputation of the organisation and service.

Using effective communication skills, you will actively engage and demonstrate, via interactive customer platforms such as our Agilisys Digital (AD) platform and webchat to customers so that they can see, look, and feel the benefits of using online services first as the primary customer access channel.

You will produce professional responses to resolve customer enquiries through their chosen method including but not exclusively, My Account, webchat, Agilisys Digital platform and social media platforms including Twitter and Facebook.

Shift patterns vary, Monday to Friday, between 8:00am and 18:00pm. Saturday working is required on a rota basis, with equivalent time worked allocated as time off Monday to Friday. Saturday working patterns are between 8:00am and 12:30pm.

### **Mandatory Statement**

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the

Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

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## **In this job you will:**

In the next 12 months, you will:

- Develop and communicate professional responses to customer enquiries via the appropriate channel such as over the telephone, webchat or any other relevant digital communication method
- Understand changes in legislation, policy, practice and statutory requirements for the service.

On an ongoing basis you will:

- Actively log all customer enquiries with speed and accuracy, including but not exclusively, Environmental Services, Elections, Anti-Social Behaviour, Registrars, Health & Wellbeing, Housing Repairs, Rents, and General Housing enquiries.
- Provide a professional, interactive, and effective customer service offer that is delivered with a digital first approach and focussed upon achieving the outlined objectives, linked to improved resolution and increased customer satisfaction levels.
- Utilise systems and processes to evidence all customer contact that demonstrates a cultural shift for the customer base.
- Utilise and demonstrate highly effective and engaging customer service skills that engages the customer to transact with us digitally as the first point of contact, which is clearly evidenced as we migrate customer contact to more cost effective and sustainable delivery channels.
- Provide accurate and timely telephony, online, digital advice and information to customers in relation to their enquiry that assists the change to digital first solutions, which builds self-reliance, reduce cost to serve and is aligned to The Deal, My Account, the Web and future corporate solutions.
- Pro-actively contribute to maximising income into the Corporate Contact Centre by administering effective payment arrangement via online, direct debits, standing orders, My Account.

- Be decisive and take accountability and action to deal effectively with escalated situations, in line with minimising the risk to the council and service reputation.
- Actively participate in customer service changes to system processes and new business to enhance the overall customer offer and experience.
- Take ownership and accountability for the resolution of customer enquiries at first point of contact which reduce the necessity for customers to make repeat contacts.
- Deliver high performance levels of customer service that exceed 97% customer satisfaction and are recognised nationally as an exemplar of Excellent Customer Service provision.
- Impart specialist knowledge in given service areas ensuring up to date business rules and processes are in place and are adhered to.
- Undertake any training required to work effectively in the Customer Services Assistant Telephony role.
- Work across Customer Services to provide the service at any location in line with business needs.
- Ensure strict compliance with General Data Protection Regulations, The Data Protection Act and confidentiality with the collection, use and storage of personal data at all times.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

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## **In this job you will need:**

You must be able to demonstrate the following essential requirements:

- 5 GCSE's Grade C/4 or above including Maths and English (or equivalent qualifications), or an equivalent level of experience.
- Experience of working in a customer service environment.
- The ability to work as part of a team and support team members as well as the ability to work on own initiative.
- Good organisational skills.
- Good verbal and written communication skills.
- The ability to manage your own workload.
- The ability to operate IT systems and effectively input and extract data.
- The ability to identify problems and seek effective solutions.

- The ability to work effectively in a fast-paced environment and meet agreed targets.
- The ability to adopt a self-reflective approach to aid continuous professional and personal development.

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## Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

<b>Be Positive</b>	“ Take pride in all that you do and support and develop yourself and others. ”
<b>Be Accountable</b>	“ Be responsible for making things better, enabling change and supporting improvement. ”
<b>Be Courageous</b>	“ Be open to doing things differently and working collaboratively with others. ”
<b>Be Kind</b>	“ Be helpful, generous and thoughtful towards yourself and others. ”