



## **Customer Services Officer (CSO)**

**Salary:** Band 5, £26,473 - £28,239 per annum

**Hours:** 37 hours per week (May include working weekends and out of core hours with notice).

**Contract:** Permanent

**Location:** City Helpdesk

### **City Helpdesk**

The City Helpdesk (CHD) provide the council's customer contact centre for many of the councils services. We are the first point of contact for many of the residents of Portsmouth and visitors to our city.

The Helpdesk respond to over 130,000 calls each year across more than 20 services including switchboard, as well as dealing with email and contact form enquiries, reception in the Civic Offices, in person customer service, cashiers and corporate complaints.

We take initial enquires over the phone for a variety of services including Pest Control, General enquires, Highways including reporting defects and street cleaning, Family Information Service, Elections, Planning & Children and Families switchboard.

In recent years, the City Helpdesk team has needed to evolve and there is no intention for this to stop. In a climate of ever improving technologies and diverse customer demands, we have an increasing challenge to adapt and grow to meet the expectations of our customers. In the past this has been heavily focused around direct customer contact but in evolving and adapting to the current climate we are focusing more around utilising the web and social media to channel shift those customers who can and want to use these channels, freeing up our officers to better serve our more vulnerable customers.

We can teach you about the variety of services provided by Portsmouth City Council and how we serve the residents and visitors of Portsmouth. We will give you all the training and support you need to succeed in the role however there are times when the answer to the enquiry is not clear. These enquires will still need to be resolved so it's about knowing how to deal with the unexpected.

Within this ever-evolving service we expect that even in 6 months we will be in a different position, we need people with a diverse and reactive approach. This is a small team where organisation, punctuality and flexibility are key to our success.

### **What is the role?**

If you want to make the city a better place for our residents and visitors and enjoy delivering excellent customer service, this is the role for you.



You will initially start your career with us on the telephone with elements of written customer correspondence. Based on business need, you may move onto reception and further written correspondence including social media.

You will be able to own and resolve issues; in some circumstances your responsibility is to locate the relevant contact for the customer or follow an established procedure and ensure a clean hand over.

Above all you will be part of leading the delivery of customer service excellence and contact throughout the Council, promoting channel shift while still providing a quality service for those who do not want to or are unable to make the move to digital.

### **Who is the person?**

#### **You will need:**

#### **Essential**

- A passion for quality customer service and delivery that is clear and accurate.
- You will need to have experience of and be confident in dealing with customer enquiries on the telephone, email and face to face.
- Experience of successfully engaging with difficult and challenging situations and people.
- An excellent standard of spoken and written English.
- A flexible approach not just about when you work but also what tasks within the role you undertake with the ability and willingness to work under pressure: dealing with steady and consistent flow of enquiries while treating each customer as if they were your first.
- An ability to really listen to what is being said, show empathy and not make assumptions or judgements.
- A commitment to teamwork, with the understanding of what being part of a team really means and how that affects customer service, with the ability to build effective relationships with and be supportive at all times.
- The ability to think 'outside the box' and use your initiative when the answer/resolution isn't immediately obvious.
- The ability to be innovative, realise when something is not working and be confident to escalate issues to management.

#### **Desirable**

- Experience/knowledge of GDPR/Information Governance.



- A high level of customer service focus with the ability to remain realistic when setting expectations.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

### **General Data Protection Regulation (GDPR)**

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our careers portal.