

# **RICHMONDSHIRE DISTRICT COUNCIL**

## **CUSTOMER SERVICES**

### **JOB DESCRIPTION**

<b>JOB TITLE</b>	CUSTOMER SERVICES OFFICER	<b>POST NUMBER</b>	CUST SERV 03--15
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#### **MAIN PURPOSE OF JOB:**

To provide front offices services on behalf of the Council.

To work with partners and agencies to deliver services within communities.

To represent the Council in the community offices by providing excellent customer service.

#### **SUPERVISORY/MANAGERIAL RESPONSIBILITIES:**

None

#### **SUPERVISION AND GUIDANCE:**

Directly responsible to the Customer Services Team Leader. (Elements of the day to day operational support may be provided through senior staff of partner organisations or agencies.)

#### **RANGE OF DECISION MAKING:**

Day to day operational issues concerning own workload.

#### **RESPONSIBILITY FOR ASSETS, MATERIALS, ETC:**

Responsibility for the handling of sensitive and confidential material.

Handling and reconciliation of monies. Processing of payments.

Ensure security of the offices at all times.

#### **RANGE OF DUTIES AND RESPONSIBILITIES**

1. To support the achievement of the Council's objectives through the business plan and supporting service plan.
2. To provide access to Council services in all community offices and through the contact centre including –
  - Assist customers in completion of Council documentation e.g. permits, benefits, housing applications ensuring confidentiality when required.
  - Deal with any enquires from members of the public.
  - Deal with telephone calls, take and relay messages as necessary and process incoming and outgoing mail.
  - Provide a point of contact for residents, businesses and visitors and assist where possible.
  - Keeping the electoral register and other official documents on deposit and deal with requests to view.
  - Maintaining and updating the leaflet displays, notice boards & interview room schedules on a daily basis.
  - Operate booking system for interview and meeting rooms where applicable.
  - Record customer contact on computerised or manual systems as directed by Team Leader.
  - Deal with customer complaints in accordance with Council policy.

3. To provide a cash collection service including –
  - Attending at offices throughout the district.
  - Processing payments and collections and issue of receipts to the public.
  - Issuing and completion of documentation relating to car park permits.
  - Reconcile cash, cheques & card payments received to the income management system totals and report any anomalies (reversals/overs & unders) including payments received via a self serve kiosk
  - Process end of day banking procedures and prepare monies accordingly.
  - Account for all data processed and maintain systems as required.
4. Verify and scan documents for benefit claimants ensuring correct completion of forms as per the ongoing verification process. Issue receipts for all documents produced whilst maintaining a record of all documents received.
5. Provide an interface between the public and back office staff in accordance with Service agreements.
6. Provide services alongside and on the behalf of partner organisations and agencies including The Yorkshire Dales National Park Authority and NYCC.
7. Responsible for maintenance of petty cash and floats and monitoring stationery levels and request replacement stock when necessary.
8. Train other staff on community office duties as required e.g. new starters.
9. Where possible, provide cover for annual leave and sickness within the team as required (part-time posts).
10. Ensure office equipment including the self serve kiosk are well maintained and any issues are rectified or reported to the necessary teams e.g. the IT service desk.
11. Flexibility around office opening hours to ensure office processes and customer enquiries are actioned.
12. Take responsibility for own health & safety and the health and safety of visitors to council premises.
13. Undertake such other duties of a comparable nature and level of responsibility as may be required from time to time by the Assistant Director.
14. To demonstrate an acceptance of and commitment to the Council's Equalities and Diversity Policy.

**CONTACTS:** Members of the public, Officers of the Council, Members of the Council, Visitors to the Council, Tenants, Partner organisations and agencies, External Suppliers/Organisations

<b>SPECIAL CONDITIONS OF SERVICE:</b> The wearing of a well maintained uniform.
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<b>COMPILED BY:</b> (Updated) Joanne Hunter	<b>ASSESSMENT DATE:</b>
<b>COMPILED DATE:</b> (Updated) June 2016	<b>ASSESSED BY:</b> John Stafford
	<b>POST GRADE:</b> Grade 5

Job Description

agreed by postholder.....

Date.....