

POST TITLE	CUSTOMER CONTACT COORDINATOR
DIRECTORATE	PLACE
SERVICE	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	RESOLUTION TEAM LEADER
NUMBER OF POST HOLDERS	4
ACTING UP/ SECONDMENT	N/A

PURPOSE OF JOB

The Customer Contact Coordinator will provide and collect information in relation to various customer contacts including liaising with internal & external contacts, requesting services and processing information.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Provide a reliable customer focused service through a variety of formats including telephone, face to face, email, and online. Working proactively to facilitate customer access to the full range of services and activities.
- Receive, respond, and refer customer comments, suggestions, service requests and complaints in line with council policy identifying ways to improve the customer journey.
- Handle sensitive and personal information in line with appropriate policies and confidentiality guidelines.
- Direct and assist customers requiring specialist advice and provide information in response to more complex or specialised customer enquiries.
- Work with the Housing Service to support new initiatives and the strategic direction of the Council and ensuring that all customer contact services are planned in a consistent manner in accordance with the Council's strategic objectives.
- Identify and evaluate the risks associated with customer contact services and take appropriate action to control/mitigate the risks.
- Responsible for making decisions regarding emergency situations arising.
- The post holder will be required to work unsupervised.
- The post holder will be required to respond to Councillor, media and senior management enquiries.
- The post holder will be required to respond to Freedom of Information requests.
- The post holder will be required to make decisions to resolve the enquiry.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- The post will require knowledge and skills in a range of customer contact tasks equivalent to SVQ3 (or equivalent). A broad knowledge of local government legislation and Council Policy related to the service areas being supported, relevant computer systems and an understanding of administrative procedures.
- The post should be able to demonstrate analytical, problem-solving skills and the ability to assimilate and effectively communicate information.
- Experience of working in a customer focused, team-based environment with a demonstrated ability to meet targets is essential.
- The post should be able to demonstrate an in depth knowledge of all service providers across the Council.
- The post will be required to make decisions without supervision and without recourse to any management.

- The post will deal with a range of complex and challenging issues with a range of contacts, both internal and external, reflecting the varied nature and diversity of Council services maintaining an awareness of the Council's image and the sensitivity of many issues.
- The post will ensure relevant legislation, regulations, policies, procedures, and other relevant conditions are applied appropriately.
- The post ensures that work is kept up to date and work is prioritised in relation to both customer contact requirements.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Although the post may be exposed to some physical demands these will be predominantly within the range of normal office based activities.
- Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities
- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.
- The post may have to communicate unwelcome information or deal with angry or distraught customers.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- The Customer Contact Coordinator will be required to supervise, train and mentor new officers.
- The post will be required, on a rotational basis, to deputise for the Team Leader

RESOURCES

The post will have shared responsibility for input into many Council systems. The post ensures that all data, records, and systems are kept up to date, and that all details are accurately collated and recorded.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems, and procedures;
- Reporting any hazards, damage, or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed, and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).