



Customer Service Administrator

Reporting to	Customer Services Manager
Hours per week	37 hours
Salary:	CS04-05 between £25,608.71 - £31,329.53

Job purpose

To work as part as a small team providing a comprehensive administration service, in order to support the smooth running of the Parish in day-to-day activities, legal and regulatory functions.

Duties and responsibilities

As a Customer Service Administrator, the postholder will be responsible for ensuring that all services offered are in line with agreed procedure, policies, strategies, legislation and supporting the delivery of its objectives, in a professional standard.

Act as the first point of contact between the Parish and members of the public, officials, representatives from other agencies, and service providers, providing a positive customer experience.

Carry out a range of Parish administrative processes and procedures in an accurate, and efficient manner. This includes dealing with face to face, email, mail, and telephone enquiries. Ensuring that all contacts, calls, emails and postal correspondence are managed courteously and effectively, responding directly to straightforward information requests, explaining parish processes, and/or allocating more complex queries to colleagues, following up as appropriate to meet agreed service standards. This may also include typing, record keeping, filing, photocopying, and arranging refreshments/ catering.

Support the administration of fee collection processes. Handle transactions and payments at the counter or over the phone, ensuring accurate electronic or cash receipt and record keeping, and carrying out daily bank reconciliation.

Process and record bookings by phone, e-mail, mail, or face-to-face, ensuring accurate record keeping and fee collection.

Provide basic administrative assistance and support to colleagues managing Parish events, projects, elections or meetings.

Undertake any other duties required to support the efficient operation of the Parish Office.

Service Responsibilities

The Customer Service Administrator is responsible for the provision of efficient and effective services, specifically including:

- Ensure that all front-end related procedures such as till cashing up and taking payments are accurately and effectively recorded.
- Ensure that all monies received by the Parish are receipted and balanced at the end of each day.

- Check all application forms and statutory returns delivered to the Parish to ensure that they are correctly completed; sometimes on the spot with the client waiting for approval.
- Update the various databases held within the department so that accurate information is held on file and documents, licences and notices can be produced.
- Update all manual systems held within the department and ensure that all documentation is filed away correctly to aid rapid retrieval.
- The issuing of various licences and permits for which the department is responsible.
- To assist in the compilation of the Rate and Electoral Lists and ensure that any documents emanating from those lists are distributed in accordance with law, regulations and timescales governing them.
- Reply to correspondence and deal with returned correspondence as directed by the manager.
- Deal with members of the general public in a courteous and efficient manner, ensuring that they are given every assistance and receive detailed explanations or resolutions to their enquiries.
- Support the reception area to receive and channel telephone as well as in-person enquiries as necessary.
- To aid in communicating Parish news or events, to update the Parish website accordingly and keep all information current.
- To regularly update the Parish Facebook page and Parish magazine committee with all news and events.
- Ensure visitors are met in a courteous and helpful manner on arrival and given every assistance whilst maintaining security procedures.
- To provide and assist the Customer Service Manager and Executive Officer in the organisations and coordination of Parish events.
- To support the team on duties as delegated across election events when these occur.
- Welcome, book in and refer visitors efficiently to the relevant personnel and departments.
- Any other reasonable duties as assigned by Customer Services Manager or Executive Officer.

Parish-wide responsibilities

- Participate in the development of health and safety plans.
- Champion the objective 'to meet our customers' needs and expectations' across all Parish activities.
- Engendering a reciprocal positive, supportive culture, where staff and stakeholders are engaged.

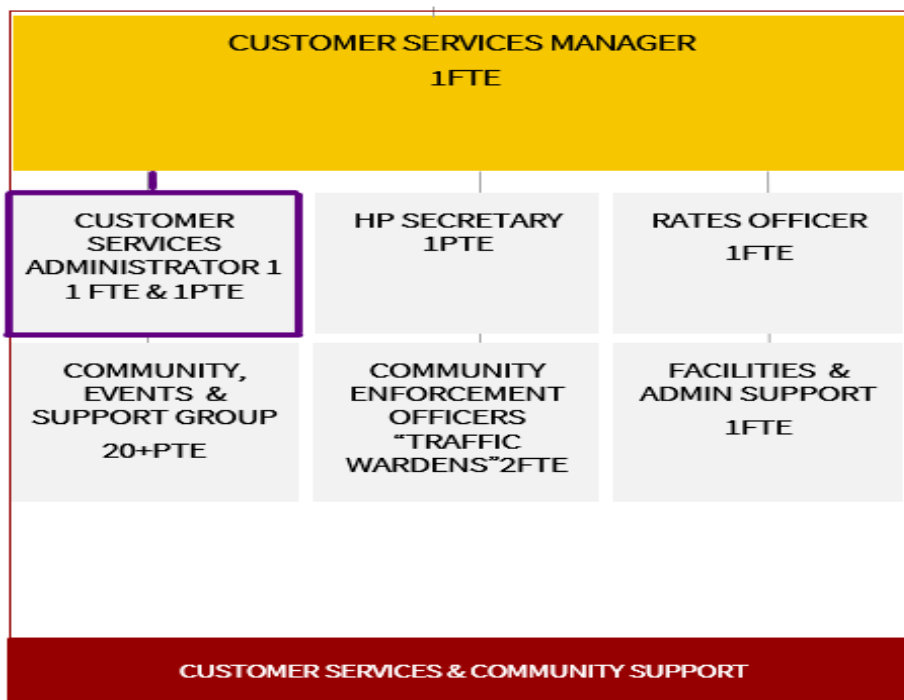
Working conditions

This role is office based. Supervision and assistance are readily available, and the post holder will not be expected to work alone.

Reporting Lines

This role reports directly to the Customer Services Manager and will be expected from time to time provide advice directly to the Connétable and the Executive Officer.

Org Chart, highlighting this role, the manager and reports



Key Challenges

- Achieving a fully customer centric approach across a range of diverse services.
- Championing a long-term strategic focus on enhancing the customer experience, balanced against the need to deliver immediate high quality “business as usual” services.
- Leverage information and communication systems to support the customer experience, and implement and monitor appropriate records, information and knowledge management system protocols and policies.
- Problem solving to deliver services effectively and efficiently.

Person Specification

Criteria	Essential	Desirable
Qualifications <ul style="list-style-type: none"> • Educated to GCSE Level or equivalent • NVQ Diploma in Customer Services 	X	X
Previous experience <ul style="list-style-type: none"> • Experience in working in a similar roles • Understanding how to act and seek solutions • Technological and analytical abilities with strong written and verbal communication skills • Willingness to undertake appropriate training as required for the role • Excellent organisational skills with the ability to prioritise, and good attention to detail • Competency and accurate typing skills, and knowledge of Microsoft and accountancy packages • Ability to work under pressure too tight deadlines. 	X X X X X X X	

<ul style="list-style-type: none"> • A good team player with a positive ‘can-do attitude, who can work either as part of a team or on their initiative • An understanding of the principles of confidentiality, data protection, and access to information. 	<p>x</p> <p>x</p>	
<p>Special attributes</p> <ul style="list-style-type: none"> • Good interpersonal skills are required, as is the ability to communicate effectively across a broad cross-section of people. Patience, tact, and diplomacy are necessary when dealing with public members 	<p>x</p>	

Approved by:	<i>Kevin LEWIS</i>
Date approved:	<i>01 DECEMBER 2022</i>
Scheduled Review Date	<i>01 JANUARY 2025</i>