



February 2021

1. JOB IDENTITY

Post Title: Modern Apprentice (Customer Service) **Service:** Business Services

Section: Customer Services **Grade:** Admin A

Reports to: Customer Service Supervisor

2. JOB PURPOSE

- Assist in the delivery of an excellent front-line contact service to customers of the council.
- Support Customer Service Advisors/Supervisors in the smooth running of all functions pertaining to the contact centre, service points and service delivery

This post is encompassed in the Modern Apprentice Programme, jobholders will be expected to complete a SVQ Level 3 qualification during their employment.

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation.

3. CORE RESPONSIBILITIES / DUTIES

- Support Customer Service Advisors in the delivery of a friendly, efficient and effective first point of contact for customers, providing assistance and general information on council services in an efficiently, courteous and professional manner.
- Answer telephone calls presented to our General Enquiries line.
- Update and maintain customer records, files and databases in line with corporate records management standards.
- Ensure the maintenance of confidentiality and compliance with relevant legislation.
- Assist with ensuring information displays are fully stocked and updated.
- Undertake customer surveys for council services, with relevant support available.
- Assist with general administrative tasks as required.

4. QUALIFICATIONS AND TRAINING

- Essential:**
- Academic achievement to Scottish National Level 4 or 5, Standard Grade, or equivalent transferable experience and skills
 - Achievement of SVQ Level 3 in Business Administration within 12 months
- Desirable:**
- Standard Grade or National 4 or 5 in computing

5. EXPERIENCE

- Essential:**
- Previous experience of customer service
 - Experience of using Microsoft office Software

6. KNOWLEDGE AND SKILLS

- Essential:**
- Good communication, organisational and interpersonal skills
 - Flexible and adaptable approach
 - Ability to use initiative and work under pressure
 - Ability to build good working relationships
 - Flexible and able to work as part of a team
 - Knowledge of Microsoft Office
 - Awareness of maintaining confidentiality and information security
 - Ability to maintain Positive attitude
- Desirable**
- Knowledge of local authority operations

7. ADDITIONAL REQUIREMENTS

Driving Compliance	Not applicable to this post
Politically Restricted	Not applicable to this post
Work Smart	This position is designated as a Fixed post as detailed on the Worksmart website - http://worksmart.aberdeenshire.gov.uk/