



Customer Services Advisor

Post number: CSS025

Grade: Scale 4

Date: October 2026

Service area: Customer Services

Reports to: Customer Services Manager

Job profile

Purpose

To provide a professional, welcoming and efficient first point of contact for residents, visitors and stakeholders across all council services. This includes responding to telephone calls, emails and online enquiries, as well as providing reception cover on a rota basis.

To assess and triage customer enquiries, providing advice, information and resolution wherever possible at the first point of contact. Work collaboratively with council services, East Cambs Trading Company and partner organisations to ensure enquiries are appropriately managed and customers receive a joined-up service.

To accurately record and maintain customer information using the council's customer relationship management system, ensuring a clear and robust audit trail of all customer interactions. Undertake associated administrative tasks and follow agreed processes and procedures to support the effective delivery of services.

To work flexibly as part of the Customer Services team, supporting colleagues during periods of increased customer demand and consistently delivering a polite, helpful, informative and professional service.

Dimensions

The post holder will report to the Customer Services Manager.



Main duties and responsibilities

- To act as an initial point of contact for new all customer enquiries. Logging customer contact by using our CRM system. Providing, maintaining and updating accurate and clear records. Resolving issues at first point of contact wherever possible, where this is not possible to take positive action to ensure completion including escalating the enquiry.
- To answer calls that come through on our main switchboard number, respond to customer emails and online enquires and to support customer services by carrying out administrative tasks as a support service to all council services between calls.
- Maintain and update our CRM system accurately, amending any out-of-date customer details and logging calls on the appropriate form provided on CRM.
- Manage all enquires, taking ownership, whilst complying with data protection, training will be provided.
- Actively maintain and develop an up-to-date working knowledge of council services, guidance and legislation that affects service areas. Make use of CRM other database systems and the council's intranet/internet sites for information.
- Provide administrative support for the customer services and other council services including our trading company.
- Proactively respond to and resolve, in a timely manner and courteous way, enquires by phone, email, online or in writing. Take responsibility for obtaining all information necessary to process and resolve a query. Where necessary, liaise with colleagues and/or escalate to service enquiry is relating to.
- Provide a smart and responsive reception service providing a welcoming, open and customer focused service. Treating all customers fairly and equally. Aiming to close off enquiries at first point of contact, using the council's website and FAQ's where appropriate. Uniform will be provided to be worn at all times to give a professional corporate image.
- Follow up and ensure satisfactory resolution is achieved.
- Always use corporate greeting including name and ensure that a positive image of the council is provided.
- Participate in training required to carry out the role.
- Comply with all council policies including health and safety, equalities managing customers information in accordance with data-protection



- To react with tact diplomacy and empathy whilst acting with policy regulations.

Administrative duties

- Record all initial customer contact and advice given using CRM and other electronic systems where appropriate.
- Process and maintain accurate paper and computerised information systems by inputting, updating and extracting data in such a way that all information is easily accessible.
- Arrange for customers to receive general information electronically using links from our website, leaflets/packs, application forms and other general information.
- To collect and prepare customer statistics and information for monitoring and research purposes. Using spreadsheets provided to extract required information and provide reports.
- Carry out several routine administrative tasks such as photocopying and filing to the requirements of the service and to support the different council services as first point of contact.

Other duties

- Attend and participate in team and departmental meetings as required supporting colleagues, working collaboratively and sharing information appropriately in line with GDPR and data protection policies and procedures.
- Be responsible for your own personal development, actively and continuously develop the knowledge and specialist information required to fulfil your role, requesting further training in any areas of your work which need developing.
- Be willing to undertake training to learn new systems when required.
- Ensure that all cases of irregularity are appropriately reported, keeping Customer Services Manager up to date.
- Carry out any other reasonable customer service duties with appropriate support and guidance, following procedures, seeking assistance from colleagues and or Customer Services Manager where appropriate.

Special conditions

All customer service staff are provided with the same uniform as standard which is to be worn at all times in the office. The post is a full time (37 hours) permanent role.



Person specification

Qualifications

Description	Essential or desirable	Assessed through the application form or through the interview
2 GCSEs (or equivalent) to include English and Maths, or able to demonstrate relevant working experience within a customer service environment	Essential	Application
NVQ in customer services or administration	Desirable	Application

Experience

Description	Essential or desirable	Assessed through the application form or through the interview
Relevant experience working in a customer facing role where keyboard skills have been utilised daily	Desirable	Application
Experience of using a customer relationship management system	Desirable	Application
Experience of working in Local Government	Desirable	Application
Experience of MS Office products	Desirable	Application
Ability to listen and type simultaneously	Desirable	Application



Knowledge, skills and abilities

Description	Essential or desirable	Assessed through the application form or through the interview
Key understanding of customer service function	Essential	Interview
Working knowledge of work practices and office procedures	Essential	Interview
Knowledge and understanding of effective customer care	Essential	Interview
Proficiency in Microsoft Office and willingness to be trained on the Council's IT systems	Essential	Interview
Ability to manage sensitive information and maintain confidentiality	Essential	Interview
Excellent organisational skills to ensure deadlines are met	Essential	Interview
Knowledge of local government	Desirable	Application

Personal Attributes

Description	Essential or desirable	Assessed through the application form or through the interview
Be customer focused with experience of dealing with customers in a polite, friendly and positive manner	Essential	Interview
Reliable flexible and responsive with the ability to react to changing customer service demands	Essential	Interview
Be non-judgemental and recognise individuals, with individual needs and requirements	Essential	Application



Description	Essential or desirable	Assessed through the application form or through the interview
Good interpersonal skills to develop and maintain positive, professional working relationships	Essential	Interview
Willingness to learn and undertake training to improve service delivery	Essential	Application
Willingness to take ownership and follow customer queries to completion	Essential	Interview