

# Kent County Council

## Job Description: Customer Support Assistant

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<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Libraries, Registration and Archives (LRA)</b>
<b>Grade:</b>	<b>KR3</b>
<b>Responsible to:</b>	<b>Customer Services Officer/Supervisor</b>

### **Purpose of the Job:**

Deliver day to day front of house Libraries, Registration and Archives service.

### **Main duties and responsibilities:**

- Act as the first point of contact to engage with all customers in a friendly, helpful manner.
- Assist customers with enquiries and in using services to achieve the best possible outcome.
- Carry out all the duties associated with direct service delivery. For example, deliver Baby Rhyme Time or Storytime session.
- Maintain stock in good order to facilitate access and enhance presentation of service point.
- Promote services to increase use of KCC resources.
- Supervise volunteers to enhance customer use of services.
- Use LRA Management Systems, CaRa and web-based systems to undertake service delivery.
- Work to and within KCC financial procedures and regulations, including cash handling.
- Be responsible for delivering services that comply with equality policy, procedure and legislation.
- Work to and within Health & Safety procedures and use good practice to maintain security of facilities and the Health & safety of self, colleagues and public using our premises.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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### Person Specification: Customer Support Assistant

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE/NVQ level 2 or can demonstrate equivalent depth of knowledge and experience.</li> <li>• ECDL or equivalent IT qualification or can demonstrate equivalent level of skill.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience or understanding of working in a customer focused service.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Able to demonstrate excellent communication and customer care skills.</li> <li>• Able to demonstrate good team working skills.</li> <li>• Able to engage with customers to promote and deliver high quality services.</li> <li>• Able to work within daily schedules and timetable.</li> <li>• Ability to follow instructions and routines without close supervision.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Can demonstrate an understanding of Kent Libraries, Registration and Archives services.</li> <li>• Understands Health and Safety and equality legislation relevant to the role.</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> <li>• We are compassionate, understanding and respectful to all</li> <li>• We are strong together by sharing knowledge</li> <li>• We are all responsible for the difference we make</li> </ul>