

Kent County Council  
Job Description: Customer Support Assistant

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<b>Directorate</b>	<b>Growth, Environment &amp; Transport</b>
<b>Unit/Section</b>	<b>Libraries, Registration &amp; Archives</b>
<b>Grade</b>	<b>KR3</b>
<b>Responsible to</b>	<b>Customer Service Officer</b>

**Job Purpose**

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

**Accountabilities**

1. 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.
2. Carry out all the duties associated with direct service delivery. For example, deliver Baby Rhyme Time or Storytime session.
3. Maintain stock in good order to facilitate access and enhance presentation of service point.
4. Promote services to increase use of KCC resources.
5. Supervise volunteers to enhance customer use of services.
6. Use LRA Management Systems and web-based systems to undertake service delivery
7. Work to and within KCC financial procedures and regulations, including cash handling.
8. Be responsible for ensuring organisational Health and Safety procedures and good practice are used to maintain security of facilities and the health and safety of self, colleagues and public using our premises.
9. Be responsible for delivering services that comply with equality policy, procedure and legislation.

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

## Kent County Council

### Person Specification: Customer Support Assistant

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>	Education to GCSE or equivalent in Maths or English.
	IT literate and competent in the use of Microsoft Office.
<b>EXPERIENCE</b>	Experience of working within a customer focused service, dealing with high volumes of public interaction, both face to face and on the telephone, in a consumer and service driven environment.
<b>SKILLS AND ABILITIES</b>	Able to converse at ease with the public, answer questions and provide advice in a high-level service delivery environment.
	Able to listen, observe and speak confidently in public. Able to accurately record details and have an eye for detail.
	Excellent organisational skills, along with the ability to work as both an individual and as part of a team with colleagues and partners.
	Able to apply knowledge of customer's needs to deliver services.
	Able to apply Health and Safety procedures relevant to the role and comply with equality policy, procedure and legislation.
<b>KNOWLEDGE</b>	Can demonstrate an understanding of the contributions made by library, registration and archive services.
	Has a working knowledge of good practice and customer service with regard to health and safety and equalities.
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p>

	<p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
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