

## 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</b>
<b>Grade:</b>	<b>KR3</b>
<b>Responsible to:</b>	<b>Customer Service Officers</b>

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

Assist in the day to day delivery of front of house services for Libraries, Registration and Archives (LRA).

#### **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, including the use of ICT and our self-service kiosks.
- Answer customer enquiries; face to face, on the telephone and by email.
- Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work. Engaging with customers in a friendly helpful manner; contributing to public involvement and achieving the best possible outcome for the customer.
- Help keep the library well presented at all times by shelving returned items and keeping stock tidy.
- Using a variety of ICT systems, book appointments for the Registration Service, handle bus pass applications and book public use computers sessions.
- Take an active role in our promotional events and activities, such as Baby Rhyme and Story time sessions, working with and supporting our volunteers.
- Develop your skills to display and promote books, CDS, DVDS and information in an eye catching and interesting way.
- Work to and within KCC financial procedures and regulations and adhere to audit requirements, 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 and 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>• IT literate and competent in the use of Microsoft Office.</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 converse at ease with the public, answer questions and provide advice.</li> <li>• Able to demonstrate good team working skills and adaptability.</li> <li>• Able to engage with customers to promote and deliver high quality services.</li> <li>• Able to work within daily schedules and timetables.</li> <li>• Able to follow instructions and routines without close supervision.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• 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>