

Kent County Council

Job Description: Customer Support Assistant

Directorate:	Growth, Environment & Transport
Unit/Section:	Libraries, Registration & Archives
Grade:	KR3
Responsible to:	Customer Service Officers

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

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.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to GCSE/NVQ level 2 or can demonstrate equivalent depth of knowledge and experience. • IT literate and competent in the use of Microsoft Office.
EXPERIENCE	<ul style="list-style-type: none"> • Experience or understanding of working in a customer focused service.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Able to converse at ease with the public, answer questions and provide advice. • Able to demonstrate good team working skills and adaptability. • Able to engage with customers to promote and deliver high quality services. • Able to work within daily schedules and timetables. • Able to follow instructions and routines without close supervision.
KNOWLEDGE	<ul style="list-style-type: none"> • An understanding of Kent Libraries, Registration and Archives services. • Understands Health and Safety and equality legislation relevant to the role.
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make