

Kent County Council

Job Description: *Customer Support Assistant*

Directorate: Growth, Environment and Transport

Unit/Section: Libraries, Registration and 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:

1. Act as the first point of contact to engage with all customers in a friendly, helpful manner.
2. 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.

3. 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.
4. Help keep the library well presented at all times by shelving returned items and keeping stock tidy.
5. Using a variety of ICT systems, book appointments for the Registration Service, handle bus pass applications and book public use computers sessions.
6. Take an active role in our promotional events and activities, such as Baby Rhyme and Story time sessions, working with and supporting our volunteers.
7. Develop your skills to display and promote books, CDS, DVDS and information in an eye catching and interesting way.

8. Work to and within KCC financial procedures and regulations and adhere to audit requirements, including cash handling.
9. 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 the 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	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	Experience or understanding of working in a customer focused service.
Skills and Abilities	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	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> <p>Open</p> <ul style="list-style-type: none"> • Act with integrity, honesty and transparency • Understand and be prepared to take risks where appropriate • Welcome and expect change and evolving technology • Be willing to learn • Work as a whole council • Treat people fairly and with respect <p>Invite Contribution and Challenge</p> <ul style="list-style-type: none"> • Work collaboratively to find new solutions • Innovate • Put the interests and wellbeing of customers first • Be open to challenge and able to challenge others appropriately • Actively encourage and expect contribution <p>Accountable</p> <ul style="list-style-type: none"> • Do more for yourself <ul style="list-style-type: none"> • Take personal and professional responsibility • Deliver at pace • Look for ways to save money • Look for commercial opportunities <p>Focus on outcomes</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
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