

Kent County Council

Job Description: Customer Service Officer

Directorate:	Growth, Environment & Transport
Unit/Section:	Libraries, Registration & Archives
Grade:	KR6
Responsible to:	Assistant Service Manager

Purpose of the Job:

Supervise day to day library front of house service delivery and register births and deaths.

Main duties and responsibilities:

- Ensure Library service points are staffed effectively and efficiently. Recruit, manage and appraise staff and volunteers, encouraging personal learning, development and team working.
- Supervise activities associated with direct service delivery including dealing with customer enquiries.
- Display active commitment to a customer focused service by placing the customer at the heart of every aspect of our work. Engage directly with customers in a friendly, helpful manner, contributing to public involvement and achieving the best possible outcome for the customer.
- Register births and deaths in accordance with legislation; maintain a working knowledge of national and service standards. Use LRA Management Systems, CaRa and web based systems to undertake service delivery.
- Work to and within Kent County Council (KCC) regulations and ensure compliance with the Registration Acts to account for secure stock, fees, banking and recording of financial information.
- Protect the health, safety and welfare of staff and others using our premises by ensuring that all relevant health & safety policies and security procedures are complied with, including risk assessments, and taking appropriate actions to minimise any risks.
- 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 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 Service Officer

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	<p>Educated to GCSE/NVQ level 3 or can demonstrate equivalent depth of knowledge and experience.</p> <p>IT literate and competent in the use of Microsoft Office.</p>
EXPERIENCE	<p>Experience of working in a customer focused service.</p> <p>Experience of supervision.</p>
SKILLS AND ABILITIES	<p>The ability to converse at ease with customers, answer questions and provide advice.</p> <p>Able to organise and prioritise own workload in order to meet deadlines and deliver outcomes.</p> <p>Able to manage staff performance.</p> <p>Able to demonstrate good team working skills and adaptability.</p> <p>Able to engage with customers to promote and deliver high quality services.</p> <p>Able to accurately record and input data.</p>
KNOWLEDGE	<p>Can demonstrate an understanding of Kent Libraries, Registration and Archives services.</p> <p>Understands Health and Safety and equality legislation relevant to the role.</p>
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