

Job Title: Customer Services Officer	
Job Evaluation Number	7850220

JOB DESCRIPTION

Job Title: Customer Services Officer	Location: Property Services, Fountain Court, HQ North.
Job Family: Business Support	Role Profile Title: BB2 Police Staff
Reports To: Helpdesk & Technical Support Officer	Band level: 2E
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: act as the first point of contact between the Department and its customers, consultants and contractors in arranging for the implementation of day-to-day maintenance works and urgent repairs to operational properties/domestic accommodation whilst responding appropriately to requests for information and advice.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Provide an effective response to telephone calls and emails from Facilities Team members, contractors and TVP staff, and deal with them in a customer-friendly and efficient way ensuring the services of the department are readily available to its customers.
2. Ensure that all telephone enquiries and emails are dealt with expeditiously, to ensure this is in accordance with departmental guidelines and response times to enable the appropriate prioritisation of response.
3. To answer all direct enquiries (by email or by telephone) received from internal sources (police officers and staff) and external parties (principally contractors) in order to promptly identify the nature of the issue being reported in order to assess the most appropriate service response from the department.
4. Escalate potentially complex work or matters of a serious nature to the Helpdesk & Technical Support Officer to ensure that appropriate decisions and actions are taken on remedial actions and that instructions can be given to contractors.
5. Place orders and issue instructions to contractors; follow up with Facilities Staff to ensure service response deadlines are met, or pursue contractors if the response is inadequate, and provide feedback to customers as appropriate/as required
6. Make contact with Facilities Team members, contractors, staff and others to arrange convenient access to occupied/unoccupied operational sites to resolve issues whilst ensuring Facilities Team members are updated of actions to be taken to ensure deadlines are met.
7. Monitoring and updating the Maintenance Team's tender returns mailbox on a daily basis to ensure returns are made within specified timescales and to escalate specific issues or concerns to the Helpdesk & Technical Support Officer.
8. Undertake a range of essential administrative activities related to the work of the Helpdesk including but not restricted to completion of orders, record changes to order value estimates

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following contractor site visits, and maintaining audit check records to ensure that financial thresholds and procurement guidelines are being correctly adhered to.

9. In consultation with the Technical Support Officer and the department's Admin Support Officer ensure Helpdesk service/cover is provided 0800 – 1700 hrs Monday to Thursday and 0800 – 1600 hrs on Friday.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

Background & Context:

The post holder can personally raise urgent work/day-to-day works orders up to the value of £500 and can also approve and instruct further works arising to an additional value of £500. The postholder will also be required to raise 'multi-line' orders relating to Planned Preventative (PPM) multi-site service contracts.

The role requires the ability to accurately assess problems, identifying the relevant information and support options and, where possible instructing the delivery of remedial action(s) and repair(s).

The post holder will be expected to represent the building Maintenance Team as a first line of contact with the three Facilities Managers and their Facilities Support teams.

The post holder's 'customers' include a wide range of people across geographical hubs and the force, at all levels of the organisation and he/she should anticipate being required to respond proactively to direct contacts from staff anywhere within the organisation.

Key Demand Areas:

The postholder has responsibility for ensuring that all reactive maintenance call-outs are responded to in a timely manner and that sufficient information is available to ensure that the most appropriate and relevant contractor can be mobilised in a suitable timeframe to ensure continuity of business and to maintain business resilience. This will involve an element of triage in dealing with reported issues to ensure that those most likely to affect business continuity are prioritised.

Problem Solving:

1. Eliciting sufficient technical information required to resolve a problem from non-technical people who may not understand the problem/issue they are reporting.
2. Identifying from information gained which appropriate category of maintenance contractor is required i.e. Mechanical, Electrical or Building.

Freedom to Act:

1. Although working within defined parameters the CSO must be capable of freely making unsupervised decisions based on priority ratings for the timescales within which works are to be actioned, i.e. within 4 hours, within 24 hours or within 7 days.
2. The post holder will be expected to demonstrate his/her initiative in ensuring the department is providing a high standard of customer service.

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Stakeholders & Communication:

1. The role revolves around dealing with customers from all levels and departments within the Force. There is a requirement to quickly identify what level of interaction the customer wants e.g. formal or friendly, technical or non-technical and to adopt the approach taken to meet the individual customer's needs.
2. Managing the customer's expectations, by clearly identifying what solution(s) can and cannot be achieved and within what timescales.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Excellent telephone communication skills and proven ability to communicate technical information effectively and with confidence.	E
2. Proven customer service skills, with appropriate training/qualification of at least NVQ Level1 (or equivalent) to equip the postholder to deal effectively with internal/external customer requirements.	E
3. Excellent IT and keyboard skills. Knowledge of Microsoft programmes including Excel, Word & Outlook.	E
4. Able to demonstrate understanding and experience of undertaking financial procedures particularly relating to ordering of works or services and in dealing with queries arising from contractor invoices.	E
5. Experience of dealing competently with a large volume of orders for work and invoice reconciliation.	E
6. Ability to work under pressure and particularly to combine dealing with a high volume of telephone calls and emails whilst prioritising workload and actions required.	E
7. Previous experience and/or working knowledge and understanding of building/property maintenance related terminology when communicating with customers/contractors.	E
8. Ability to work on own initiative with limited supervision	E