

Customer Services- Career Pathways

Customer Services are the first point of contact for customers and service users wishing to access Council services, this might be via phone, e-mail or face to face at reception. Customer Services provide excellent customer service to a range of internal and external customers and ensure that a high quality handling of queries and complaints are dealt with in a timely manner to reach a resolution.

| Job Title | Entry requirements |
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| Customer Service Adviser First point of contact for customers and service users. | <ul style="list-style-type: none">• Grade C / 4 or above in Mathematics and English |
| Senior Customer Service Adviser At this level you will act as a point of contact for customer service advisers where they require assistance on processes across a range of council services and will resolve more complex queries. | <ul style="list-style-type: none">• Grade C / 4 or above in Mathematics and English• Previous experience of working in a customer service environment |
| Customer Services Team Leader This role will help to ensure the consistent delivery of service standards | <ul style="list-style-type: none">• A degree or managerial qualification or significant experience within a contact centre environment• Demonstrable and significant experience of managing service delivery in a customer service focused setting |