

## Role Title: Customer Service Advisor

<p><b>Role Purpose:</b> To provide first line customer service to customers, staff who contact us by phone, email, the website and social media, escalating calls as appropriate.</p>		
Accountabilities	Measures of success	What you need to know
<p><b>1. Teamwork</b></p> <ul style="list-style-type: none"> <li>Participate as a member of the IT team and wider central office team, supporting colleagues and working collaboratively to develop Suffolk Libraries</li> <li>Work flexibly to support delivery across Suffolk Libraries</li> <li>Take ownership for own personal development</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from team members/ line manager</li> <li>Contribution to service</li> <li>Team performance</li> <li>Service development</li> </ul>	<p>Possibly 'A' level/NVQ level 3 or equivalent in a relevant area.</p> <p>Possible experience of supporting users of IT systems in libraries, especially library management systems such as Spydus, tablets and e-readers.</p>
<p><b>2. Partnership working</b></p> <ul style="list-style-type: none"> <li>Build working relationships with libraries staff and volunteers across the county</li> <li>Answer routine enquiries from libraries and library users</li> <li>Build and maintain effective working relationships with third party IT suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from staff</li> <li>Personal effectiveness</li> </ul>	<p>Possible experience in handling front line customer service enquiries.</p> <p>Effective communication skills across a range of contacts, including staff and customers in writing and verbally particularly over the phone.</p>

<p><b>3. Service delivery</b></p> <ul style="list-style-type: none"> <li>• Provide support to staff, volunteers and customers using IT services in particular, such as our library management system (Spydus) and eLibrary service</li> <li>• Provide first line customer service to customers making contact through our central phone, email, website and social media escalating calls as appropriate</li> <li>• Use our ticket management system to record and manage all calls and customer-facing emails</li> <li>• Help manage the identification and resolution of issues with IT services</li> <li>• Contribute to the maintenance, development, upgrades and testing of IT Services, web services and customer services</li> <li>• To help promote the use of our customer services</li> <li>• To create, amend and maintain web pages as directed by the Deputy Head of IT</li> <li>• To create, maintain and respond to social media content as directed by the Deputy Head of IT</li> <li>• To provide administrative support in connection with the online operations</li> <li>• Use resources creatively and flexibly to meet service needs</li> <li>• Look for ways to improve the way the service is delivered</li> </ul>	<ul style="list-style-type: none"> <li>- Service delivered to agreed targets</li> <li>- Feedback from staff and managers</li> <li>- Service delivery performance indicators</li> </ul>	<p style="text-align: center;"><b>How you act</b></p> <p>Team worker – You work collaboratively with your team to achieve better outcomes for customers.</p> <p>Service deliverer – You focus on delivering a service that provides great outcomes for our customers.</p> <p>Customer focused – You put the customer first.</p> <p>Well organised – You prioritise your work to get things done.</p>
<p>Agreed by Job Holder..... Date.....</p>		
<p>Agreed by Manager .....Date.....</p>	<p>Review due by .....</p>	

