



3 Cricklade Court, Cricklade Street  
Old Town, Swindon, SN1 3EY

Telephone: 01793 467142

<https://jobs.coepirecruitment.com/job/customer-service-representative>

## Customer Service Representative

### Description

To understand, support and advise a wide range of customers making enquiries regarding all Council services through multiple channels of access. You will be responsible for resolving a high level of calls at the initial point of contact.

Take time to listen to our customers' needs whilst seeking to understand their enquiry. Be polite, helpful and considerate ensuring correct information is relayed.

Listen patiently, empathise with the customer's situation and convey a genuine desire to help and support.

### Responsibilities

- To provide accurate, meaningful and consistent advice to customers, ensuring that they understand the action which will be taken.
- To listen patiently, to empathise with the customer's situation and convey a genuine desire to help and support.
- To work with colleagues within the Contact Centre and other service areas to ensure the highest levels of first time call resolution and customer satisfaction.
- To work with current and emerging technology to enhance customer contact services.
- To ensure continuous improvement, initiating, facilitating and responding to change in a positive manner.

### Knowledge and Experience

- Putting Customers First
- Getting Things Done
- Taking Personal Responsibility
- Seeking to understand others and treating them with respect

### Experience:

- **customer service: 2 years (required)**
- **telephone/contact centre: 2 years (preferred)**
- Public sector/local authority: 1 year (preferred)

### Contacts



Telephone: 01793 467140

Email: [mail@coepi.uk](mailto:mail@coepi.uk)

### Date posted

3 July 2023

### Reference

CR962601

### Base Salary

£ 10.50

### Job Location

Central Cardiff

### Working Hours

Various shifts, always between  
08.30am and 6.00pm

### Beginning of employment

31st July 2023

### Duration of employment

3 months

### Employment Type

Full-time, Temporary

