



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

Telephone: 01793 467142

<https://jobs.coepirecruitment.com/job/customer-services-information-guide>

Customer Services Information Guide

Description

Support the residents of Swindon to access the many services provided by the council. To answer calls from customers, using their Call Centre technologies.

Understanding the customers' needs and signposting to relevant support services either inside or outside of the Council. Giving information on Council Services where it's not available, escalating queries and requests for work to the relevant service area.

Responsibilities

- To answer calls from customers, using our Call Centre technologies.
- To listen attentively to customer requirements asking pertinent questions to establish facts in order to gain a full understanding of the customer's needs.
- To maintain customer service standards by answering customer's telephone calls and emails, being courteous, welcoming and professional at all times.
- Once the customers' needs are understood, give them the support and confidence to self-serve to answer their own query or by using Council equipment with a view to using their own where possible in the future
- To refer unresolved actions to the Senior, Team Leader, or other areas.
- To adhere to the Data Protection Act.

Qualifications

Must have previous call centre/customer service experience in a telephone-based environment.

Contacts



Telephone: 01793 467140

Email: mail@coepi.uk

Date posted

11 July 2023

Reference

CR983710

Base Salary

£ 11.65

Job Location

SN1, Central Swindon / One day working from home

Working Hours

9am to 5pm, Monday to Friday (37 hours per week)

Beginning of employment

7th August 2023

Duration of employment

3 months with view to extend

Employment Type

Full-time, Temporary