

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title	Customer Services Advisor	Status	Live V1
Reports To:	Customer Services Management Team	Date Effective:	September 2023
Function:	Customer Services	Grade	4

ROLE & PURPOSE OF JOB:

To assist the Customer Services Management Team in delivering a comprehensive and high quality customer, administrative, financial and office function relating to the organisation's tolling system. Providing excellent customer services in relation to general customer enquiries arising about the Humber Bridge Board services.

The postholder will be expected to resolve issues or queries alone on routine matters, seeking the advice of the Management Team only when appropriate.

PRINCIPAL ACCOUNTABILITIES:

- Execution and Delivery of Service**
 To complete processes designed by the Customer Services Team, with a high level of accuracy.
 - To plan, organise and manage own workload to ensure your contribution to the delivery of excellent customer services
 - To ensure work is performed in accordance with the Board's processes and procedures, referring to the Management Team for guidance as required.
 - To carry out such duties as directed by the Customer Services Management Team
 - Train and support colleagues in the delivery of roles and tasks associated with the operation of the Customer Services team
 - Consolidating vehicle transits in a timely and accurate fashion, making decisions on vehicle violations
 - Maintaining, managing and answering queries regarding the disability concession scheme
 - Setting up new electronic tolling accounts for customers, using a dedicated computer system.
 - Receipt of payments for new and established tag accounts via telephone or post and registering payments manually as required on computer systems
 - Be a dedicated "account manager" for specified customer accounts
 - Responsibility for entering payments received via credit/debit card, cheques, BACS or standing order onto individual accounts
 - Dealing with day-to-day customer enquiries including those related to electronic tolling, new account enquiries, additional tags for accounts, usage questions and account balance enquiries
 - Reviewing daily toll violation records and amending accounts in accordance with evidence, following the established system of record keeping
 - Investigating and responding to customer complaints and enquiries, including making outcome decisions and recommendations within established guidelines
 - Issuing violation notices as necessary and identifying any evidence of possible systematic abuse.
 - Reviewing violation enforcement evidence and determining the appropriate course of action to maximise toll income and recover all costs associated with toll violation recovery, including determining suitability and subsequent preparation of case paperwork for further legal/enforcement action

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	<ul style="list-style-type: none"> • Performing end of day balance of all income elements, checking against the toll system record. • Accountable for daily routine reconciliation of credit and debit card income, making the necessary enquiries to identify, track and conclude anomalies • Performing a variety of monitoring and checking routines to assure operational system integrity and effectiveness • Operate systems and equipment, such as, but not limited to: computer terminals, photocopiers, printers, scanners, franking machine, envelope filler, shredder, call centre • Filing documentation associated with the electronic tolling system and the operation of the customer services team. • To use initiative to identify and resolve errors and discrepancies • Meet performance and quality service standards as set out by the Humber Bridge Board • To take responsibility for handling confidential and sensitive information and customer data in accordance with data and information protection regulations • Any other duties commensurate with the role
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CORPORATE RESPONSIBILITIES:

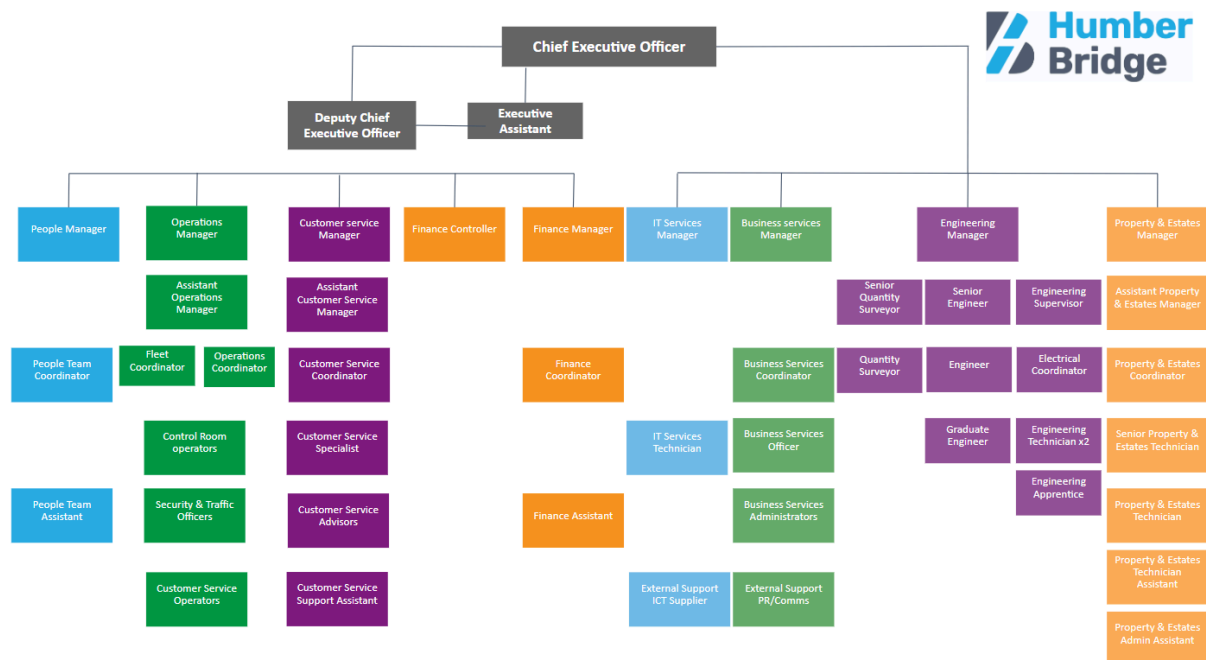
1.	GENERAL The above principal duties and responsibilities do not include or define all the tasks which may be required to be undertaken. The postholder must be flexible to ensure the operational needs of the organisation are met. This includes the undertaking of duties of a similar nature and responsibility as and when required.
2.	DIGNITY AT WORK To show, at all times, a personal commitment to treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes equal opportunities across the business.
3.	HEALTH AND SAFETY The Health and Safety at Work etc Act 1974 and associated legislation places responsibilities for health and safety on the Humber Bridge Board, as your employer and you as an employee. In addition to the Board's overall duties, the post holder has personal responsibility for their own health, safety and wellbeing and that of other employees; additional and more specific responsibilities are identified in the Board's Health & Safety policy and associated procedures.

JOB CHARACTERISTICS: The post has the following characteristics

✓	Postholder will be required to have the ability to attentively follow processes
✓	Postholder has an eye for detail
✓	Postholder will be able to multitask
✓	Postholder will be a team player and flexible in their approach to tasks

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ORGANISATION CHART: The chart shows this post, its peers, reporting lines and management tier



RESOURCE MANAGEMENT:

1.	Direct Responsibility for Staff: NA
2.	Responsibility for Customers: NA
3.	Direct Responsibility for Budgets: NA
4.	Impact on Departmental spending: N/A
5.	Responsibility for Physical Resources / Assets: NA

JOB DESCRIPTION & PERSON SPECIFICATION

WORKING RELATIONSHIPS:	
1.	Within own Function: <ul style="list-style-type: none"> Managers / Coordinators - develop professional working relationships to seek advice and guidance as and when needed Staff - engage and communicate on Customer Services related matters
2.	Within the wider Business: <ul style="list-style-type: none"> N/A
3.	External Parties to the Business: <ul style="list-style-type: none"> N/A

WORKING CONDITIONS INCLUDING PHYSICAL & EMOTIONAL DEMANDS		
	<i>State for each: Not Applicable, Low, Moderate, High, Very High, Intense</i>	Supporting Information (if applicable)
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).	N/A	
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).	N/A	
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.	Moderate	Possible conflict situations when dealing with customers over the telephone

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The information listed as essential is used as part of the job evaluation process.		Essential or Desirable	How identified A - Application/CV C - Certification I - Interview P - Presentation T - Test/Assessment	
The requirements identified as desirable are used for recruitment purposes only.				
1.	Qualifications:			
	Good level of secondary school education including English, level 2 or equivalent	Essential	A / C	
	Good levels of numeracy, level 2 or equivalent	Essential	A / C	
2.	Relevant Experience:			
	Proven experience of working in a customer service environment.	Essential	A / I	
	Substantial experience of handling highly confidential information/data in-line with Data Protection regulations	Essential	A / I	
	Proven payment processing experience including payments by card	Essential	A / I	
	Proven experience of dealing with customers and customer queries, on the telephone and by email, including offering guidance and advice.	Desirable	I	
3.	Skills (including thinking challenge/mental demands):			
	Excellent organisational skills, including the ability to work under pressure, the ability to assess priorities and organise work requirements accordingly and meet agreed deadlines (which may be conflicting deadlines).	Essential	A / I	
	Good negotiation, advocacy and interpersonal skills dealing with customers, suppliers and colleagues.	Essential	A / I / T	
	Ability to work effectively on your own and as part of a small team.	Essential	A / I	
	Ability to establish and maintain effective relationships at all levels both internally and externally.	Essential	A / I	
	Good oral and written communication skills	Essential	A / I	
	Ability to communicate with people at all levels.	Essential	A / I	
	Excellent customer care skills.	Essential	A / I	
	Good keyboard and ICT skills	Essential	A / I	
	Ability to carry out basic calculations and with a high degree of accuracy	Essential	A / I	
	Proficient in the use of MS Office packages	Desirable	A / I	
	Ability to be discrete and maintain high levels of confidentiality.	Essential	A / I	
	4.	Knowledge:		
		Work confidentially and in line with the Data Protection Act and GDPR	Essential	A / I
A good working knowledge of Microsoft packages including Word, Excel, Outlook and the internet		Desirable	A / I	

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5.	Interpersonal/Communication Skills:		
	Verbal Skills		
	An excellent and effective communicator with the ability to talk with knowledge and authority to people at all levels of professional and social standing.	Essential	A / I
	A persuasive and effective influencer with excellent negotiation, influencing and persuasion skills who can foster partnerships, work collaboratively across boundaries and levels of authority and achieve performance and results through others.	Desirable	A / I
	To provide a calm and professional disposition towards people at all levels both internally and externally.	Essential	A / I
	Written Skills		
6.	Must have attained highly developed written and presentation skills.	Essential	A / I
	Must be competent in preparing technical, formal and informal discourse by letter and be able to communicate the background, scope and importance of the communication succinctly and respectfully.	Desirable	A / I
	Other: If there aren't any state 'none'		
	Ability to work both on your own and as part of a small team. Flexible in working practices and hours of employment (when required).	Essential	A / I
	Excellent timekeeping and commitment to the delivery of customer services	Essential	A / I
	Ability to communicate with people at all levels.	Essential	A / I
The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.			
7.	Values & Competencies:		
	The values listed below are all essential requirements for working at the Humber Bridge Board; however, those that have been marked as essential have been identified as key for this role and will be measured as part of the selection process. They are not required to be addressed in your application.		
	Values		
	Focus on excellence	Essential	
	Performance and resource management	Essential	
	Creativity and energy	Essential	
	Personal credibility	Essential	
	Collaborative working	Essential	
9.	Disclosure of Criminal Record:		
	<i>Note: For Standard, Enhanced, Enhanced & Barring List Disclosures the candidate is required to declare full details of everything on their criminal record. In any event where the post holder requires a 'Basic Disclosure' or no disclosure is required, the candidate is required to declare unspent convictions only.</i>		
	Is a DBS Disclosure Required? Mark as essential if the post holder requires a DBS disclosure with a satisfactory check as a condition of their employment.	No	

JOB DESCRIPTION & PERSON SPECIFICATION

	State type of check required: <i>no disclosure, Basic, Standard, Enhanced, Enhanced & Barring List Disclosure</i>	<i>No disclosure - the candidate is required to declare unspent convictions only</i>
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I confirm I have read, understood and agree to the Job Description which outlines the purpose of my role. I also understand the job description may need to change over time and this will be done by consultation.

Signed by:	
Name:	
Date:	