



JOB / ROLE DESCRIPTION

Job Title	Customer Service Advisor	Grade	2
Version	15 February 2023		

Reporting To	Customer Service Team Leader	
Department	Customer Service	
Location	Havant	
Direct Reports	0	
Responsible for	N/A	
Key Interfaces	Internal Network Water Quality Infrastructure Meter Readers WSD Developer Services	External Debt Collection Agencies Computershare Customer Minds Connected Data Capita
Purpose of role	To deliver exceptional customer service and meet customer demands when responding to/processing inbound contact.	

Values and Behaviours

We build success through a collaborative approach and by developing sustainable relationships. We will endeavour to provide a better service for both our internal and external customers and our colleagues. We will achieve this by following the Portsmouth Water core values of :

- **Excellence** – Putting the customer first. Ensuring we put our natural environment at the heart of our decision making. Pushing the boundaries on performance to deliver the best service. Empowering our people to be the best they can be.
- **Integrity** - Building trust through respect, honesty and transparency. Being accountable and taking responsibility for our actions. Respecting confidentiality, protecting data. Fairness in all we do
- **Future Focus** - Deliver high-quality, resilient services in a changing world. Attracting and nurturing the workforce of the future. Make sustainable decisions to transform the business for future generations. Co-create innovative solutions with customers, partners and stakeholders

Task List

- Deliver exceptional levels of customer service.
- Resolving queries at the first point of contact
- Use CRM system to process inbound customer contact which could be received via phone, email, letter, customer portal, live chat or any other channels the business makes available to customers.
- Turn complaint calls around.
- Data entry accuracy – customer details, recording of complaints, account changes.
- Processing of some reporting – credit lists, old bank details etc
- Managing tariffs – Social Tariff and WaterSure
- Processing technician job results ensuring customer is kept up to date and account updated as required
- Managing own diaries

Key Responsibilities

Customer Service

- Delivering exceptional levels of customer service
- Taking responsibility for accurately processing customer requests
- Work towards business goals – DD set up/move to digital.
- Complaint Handling

Performance and Service Delivery

- Handling at average or above number of customer contacts
- Delivering against individual targets which are set on a quarterly basis.

Compliance

- Logging of customer complaints accurately

Health, Safety & Wellbeing

- Work at all times within risk assessments
- Complete necessary online assessments – VDU

Other

- N/A

Person / Role Specification	Essential (E) Desirable (D)
<p>Skills and Competencies</p> <ul style="list-style-type: none"> • Ability to communicate effectively • Have a positive can-do attitude • Ability to multi-task • Strong IT skills 	
<p>Qualifications & Experience</p> <ul style="list-style-type: none"> • Ideally have call centre experience 	

This job / role description gives the post holder an understanding of the range of duties to be undertaken as part of the role. It does not detail every activity that will be required of the post holder. Specific tasks and objectives will be agreed as necessary according to changing business requirements, priorities, and operational needs.