

Customer Support Worker Job Description

Role:

- To welcome clients and ascertain needs
- To work with advisers and supervisors in assisting clients to access appropriate information

Job Description:

- Manage the Information Centre and reception areas (posters, leaflets, etc)
- Welcome clients and visitors
- Explain what services the Bureau can offer
- Assist clients to access publicly available information when required (self-help)
- Obtain client information and record self-help clients on CASE where appropriate
- Manage the transition between client arrival and an appointment with an Adviser
- Identify and consult with the session supervisor on client emergency situations and action as directed
- Assist advisers in providing clients with printed information / access to websites or helplines (assisted information)
- Use the appointments system within guidelines
- Answer administration telephones as required
- General administration
- Other tasks appropriate to the role as required

Person Specification:

- Good interpersonal skills
- Understanding of and commitment to the aims and principles of the Citizens Advice Service
- Respect for views, values, and cultures which are different to their own
- Able to understand why confidentiality is important
- Ability to remain calm under pressure
- Able to recognise own limits and boundaries in the role
- Able to work as part of a team
- Able to sift through information and identify that which is relevant
- Good Information Technology skills
- Able to work as part of a team

Customer Support Worker Training Time Commitment

Training

The first 10 weeks:

Up to 5 hours per week

One-day Tutorials 1 Half day 9.30am - 12.30pm

Plus

Occasional additional hours per week for self-study, familiarisation, and practical work.

You may need to do some work at home or come in at other times, that is up to you and the way you usually study.

After training

One or two 3 hour sessions per week.

Plus

Optional training sessions 9.45am – 12 noon on the fourth Wednesday of each month.

We ask that Customer Support Workers, once trained, plan to stay with the Bureau for one year.