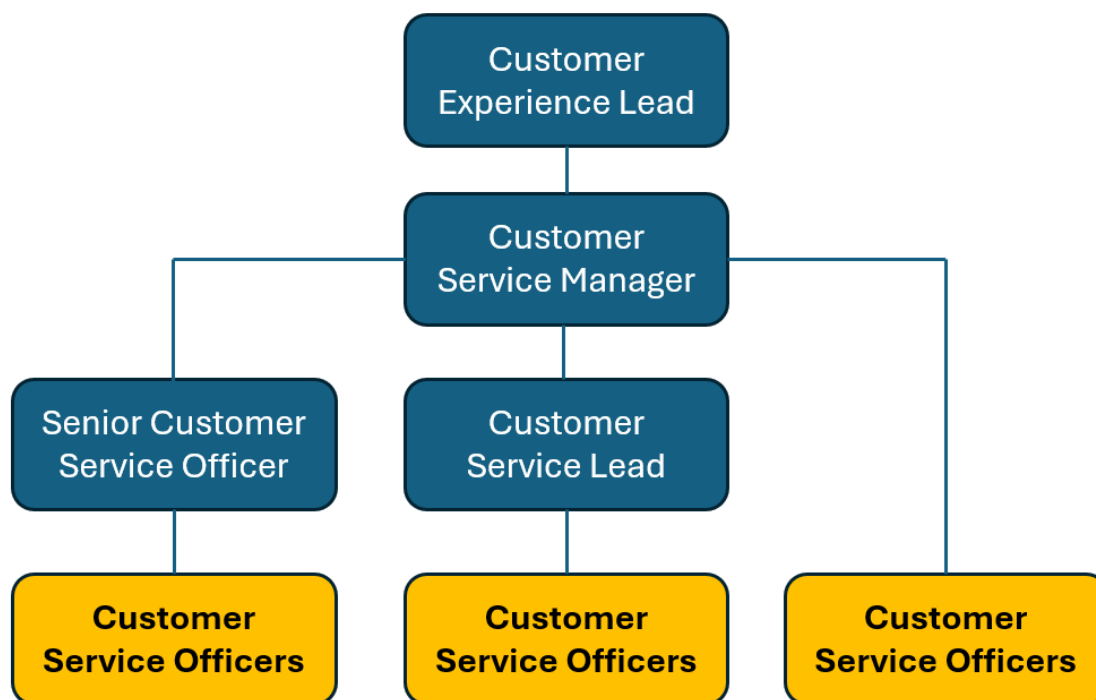
 WOKINGHAM BOROUGH COUNCIL		<h1>Job Description</h1>		Job Reference 711755/711017
Job Title		Customer Service Officer		
Service		Chief Executive's Office	Team	Customer Services
Location		Shute End / Smart Working		
Reports to		Customer Service Officer Level 6		
Grade		Type of position:		Date
4		Full Time		
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.</p>				
<h3><u>Service Purpose</u></h3>				
<p>To deliver positive outcomes for residents, customers and clients - making sure internal and external customer experiences are the best they can be.</p>				
<h3><u>Purpose of the role</u></h3>				
<p>To put the Customer Experience at the heart of all you do. Ensuring all customers needing support receive equal standards of service and are dealt with in a professional and courteous manner. To act as an initial point of contact through the various contact channels.</p>				
<h3><u>Main Accountabilities</u></h3>				
1	Assist the efficient, effective and consistent processing and resolution of customer case work, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice.			
2	Assist with the understanding of customer need and enabling a speedier, simpler, more responsive customer journey contributing to the continuous improvement in the delivery of the Council's outcomes and ensuring high levels of customer satisfaction.			
3	Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.			
4	Manage non-complex customer issues effectively and understand when to consult with others, including specialists. Maintain confidentiality in line with agreed policy and relevant data protection legislation			
5	To support the continuous improvement of processes and procedures within the service using best practice from others where appropriate.			
Supervision Received		Regular 121s, Performance Reviews		
Supervision Given		N/A		

Contacts & Working Relationships	Multiple external and internal stakeholders, including but not limited to: All customers - including local residents, businesses and Councillors. Working in partnership with local charities and Town & Parish Councils. Working in collaboration with all staff across the Council and supporting Heads of Service and Assistant Directors as required.
Management of resources or budget	Not applicable
Special Factors	Basic DBS check required

Organisation Chart



Person Specification

Qualifications	Essential	Desirable
<ul style="list-style-type: none"> Relevant work experience. Good standard of education, including excellent literacy and numeracy skills 	X X	
Technical Skills.	Essential	Desirable

<ul style="list-style-type: none"> • Good IT skills including office software such as Microsoft Word, Outlook, PowerPoint and Excel 		X	
<ul style="list-style-type: none"> • Good written and verbal communication skills 		X	
<ul style="list-style-type: none"> • Ability to actively listen in order to extract and assess the important information 		X	
Knowledge		Essential	Desirable
<ul style="list-style-type: none"> • Experience of working within an office 		X	
<ul style="list-style-type: none"> • Experience within a customer-focused service providing excellent customer service 			X
Experience		Essential	Desirable
<ul style="list-style-type: none"> • Experience of working to tight timescale and with high levels of accuracy 		X	
<ul style="list-style-type: none"> • Basic working knowledge of the policies and processes across some of the specialist areas 			X
Completed by:	Karen Staff		Date: January 2026