



Customer Service Advisor - Waste

Post number: CSS022

Grade: Scale 4

Date: January 2026

Service area: Customer Services

Reports to: Customer Services Manager

Job profile

Purpose

To support the customer services team by taking calls, answering emails and online enquires relating to the new, forthcoming waste service changes. Supporting and assisting our residents by answering any questions they may have relating to the new waste service starting in June 2026.

Maintain accurate customer details by using our customer relationship management system, updating contact details and performing various associated administrative tasks between customer phone calls, to support the customer service team by delivering a polite, helpful, informative and professional service to all our customers.

Advise and resolve enquires at first point of contact. To work with waste services and partners to ensure services are joined up appropriately to meet the needs of the customer.

Dimensions

The post holder will report to the Customer Services Manager.



Main duties and responsibilities

- To act as an initial point of contact for new waste service-related enquires. Logging customer contact by using our CRM system. Providing and maintaining accurate and clear records. Resolving issues at first point of contact wherever possible, where this is not possible to take positive action to ensure completion including escalating the enquiry.
- To answer calls that come through on the dedicated new waste service line, respond to customer emails and online enquires and to support customer services by carrying out administrative tasks as a support service between calls.
- Maintain and update our CRM system accurately, amending any out-of-date customer details and logging calls on the appropriate form.
- Manage all enquires relating to the new waste service whilst complying with data protection, training will be provided.
- Actively maintain and develop an up-to-date working knowledge of council services, particularly the new waste service, guidance and legislation that affects service areas. Make use of CRM other database systems and the council's intranet/internet sites for information.
- Provide administrative support for the customer services and waste team.
- Proactively respond to and resolve, in a timely manner and courteous way, enquires by phone, email, online or in writing. Take responsibility for obtaining all information necessary to process and resolve a query. Where necessary, liaise with colleagues and/or escalate to more senior colleagues and other departments.
- Provide a smart and responsive reception service should customers require a face-to-face response regarding an enquiry relating to the new waste service, providing a welcoming, open and customer focused service.
- Follow up and ensure satisfactory resolution is achieved.
- Always use corporate greeting including name and ensure that a positive image of the council is provided.
- Participate in training required to carry out the role.
- Comply with all council policies including health and safety, equalities managing customers information in accordance with data-protection
- To react with tact diplomacy and empathy whilst acting with policy regulations.



Administrative duties

- Record all initial customer contact and advice given using CRM and other electronic systems where appropriate.
- Process and maintain accurate paper and computerised information systems by inputting, updating and extracting data in such a way that all information is easily accessible.
- Arrange for customers to receive general information leaflets/packs, application forms and other general information.
- To collect and prepare customer statistics and information for monitoring and research purposes.
- Carry out routine administrative tasks such as photocopying and filing to the requirements of the service.

Other duties

- Attend and participate in team and departmental meetings as required supporting colleagues and sharing information appropriately.
- Be responsible for your own personal development, actively and continuously develop the knowledge and specialist information required to fulfil your role.
- Be willing to undertake training to learn new systems when required.
- Ensure that all cases of irregularity are appropriately reported.
- Carry out any other reasonable customer service and or waste duties with appropriate support and guidance.

The post is full time (37 hours) fixed term for six months.

Special conditions

- Though no uniform will be provided smart corporate wear is appropriate as there may be requirement to respond to customers in reception face to face.



Person specification

Qualifications

Description	Essential or desirable	Assessed through the application form or through the interview
2 GCSEs (or equivalent) to include English and Maths, or able to demonstrate relevant working experience within a customer service environment	Essential	Application
NVQ in customer services or administration	Desirable	Application

Experience

Description	Essential or desirable	Assessed through the application form or through the interview
Relevant experience working in a customer facing role where keyboard skills have been utilised daily	Desirable	Application
Experience of using a customer relationship management system	Desirable	Application
Experience of working in Local Government	Desirable	Application
Experience of MS Office products	Desirable	Application



Knowledge, skills and abilities

Description	Essential or desirable	Assessed through the application form or through the interview
Key understanding of customer service function	Essential	Interview
Working knowledge of work practices and office procedures	Essential	Interview
Knowledge and understanding of effective customer care	Essential	Interview
Proficiency in Microsoft Office and willingness to be trained on the Council's IT systems	Essential	Interview
Ability to manage sensitive information and maintain confidentiality	Essential	Interview
Excellent organisational skills to ensure deadlines are met	Essential	Interview
Knowledge of local government	Desired	Application

Personal Attributes

Description	Essential or desirable	Assessed through the application form or through the interview
Be customer focused with experience of dealing with customers in a polite, friendly and positive manner	Essential	Interview
Reliable flexible and responsive with the ability to react to changing customer service demands	Essential	Interview
Be non-judgemental and recognise individuals, with individual needs and requirements	Essential	Application
Good interpersonal skills to develop and maintain good working relationships	Essential	Interview
Willingness to learn and undertake training to improve service delivery	Essential	Application



Description	Essential or desirable	Assessed through the application form or through the interview
Willingness to follow customer queries to completion	Essential	Interview