

Job Description

Job Title:	Customer Services Officer
Department:	The Cabinet Office
Division:	The Welcome Centre, Change and Reform Team
Grade:	SG1
Responsible to:	Customer Services Supervisor
Responsible for:	N/A
Location:	Isle of Man Welcome Centre, Sea Terminal
Attendance Pattern:	Hours of work will be 37 hours per week based on a working roster

Purpose

To provide a consistently high quality, pro-active service to customers of the Isle of Man Government and visitors to the Island, through face to face, telephone, electronic and web based contact.

The Welcome Centre

The Welcome Centre, situated in the Sea Terminal, Douglas, provides information and support for visitors and residents of the Isle of Man.

Information and guidance is available on the Island's many attractions, places to visit and things to see and do. Information, support and sales for Public Transport services are available, as are tickets for the Villa Marina, Broadway Cinema or Gaiety Theatre.

The Welcome Centre team provides a variety of services provided by the Isle of Man Government, on behalf of Departments. Providing support and guidance for on line services, with the 'online helpdesk' operated by the Welcome Centre.

The Welcome Centre is open 7 days a week during the summer period (April to October) and Monday to Saturday for the remainder of the year. Two shifts operate an 'early' and 'late' working pattern to cover these opening times.

Main Duties and Key Accountabilities:

Customer Service

1. Acting as the first point of contact for all customer enquiries, payments and requests for information through face to face, postal, e-mail and phone contact.
2. Provide a customer sales service for a varied range of products which includes box office tickets, bus /rail tickets and souvenirs from the Centre, in addition other specialised products as required.
3. Provide telephone and face to face support for customers of Government 'On Line Services'. Supporting customers to use their required service, through tutorials and/or administrative services (password reset etc). Acting as an ambassador for on line services to increase customer use.
4. Maintaining an up-to-date and accurate understanding of the services provided by IOM Government and available on the Island for visitors and leisure customers.
5. Directing or transferring any enquires to third parties as required. This will include contacting a number of our on Island partners which includes; IOM Steam Packet Company, Ronaldsway Airport, hotels on Island, restaurants, Customer Service Officer for the Department, bus inspectors at Isle of Man Transport, travel agents, car hire company's, Manx Museum, event organisers, local authorities, taxi companies, various other Government Departments, local attractions.
6. Providing up to date information to customers regarding accommodation, travel, events, attractions and entertainment which are on or due to be held on the Island.
7. Acting as first line for customer feedback and recording these for escalation as required. This will include noting the feedback and if possible resolving the feedback without the use of the Departments Customer Services Officer. If this is not possible details of the complaint need to be noted and forwarded to the relevant Department/Division.

ADMINISTRATION

1. Undertaking daily cash reconciliation and banking receipts, daily ticket returns and stock control duties as required.
2. Replying to individual and bulk requests for information/publications and correspondence as required and recording requests on CRM.
3. Ensuring up to date and adequate stocks of merchandise and publications are maintained and highlighting issues as required.
4. Processing incoming and outgoing mail, photocopying, filing and other administrative duties as required.

5. The role holder shall perform such duties and observe and conform with such reasonable instructions as the Department or Board, or person duly authorised by the Department or Board, may from time to time give.

FINANCE & COMPLIANCE

1. Ensuring own compliance with Financial Regulations and undertaking relevant training and development as required on an ongoing basis.

Reporting Framework:

The role holder reports to Customer Services Supervisor of the Welcome Centre.

The Customer Services Supervisor, as Line Manager is responsible as 'Reporting Officer' for the implementation of and compliance with, the provisions of the Isle of Man Civil Service Performance & Development Review Scheme.

Performance Management & Improvement

All Civil Servants have a personal responsibility for performance management. The role holder will be expected to contribute to their annual performance development review and interim performance reviews.

Regular meetings should be held with line managers/reporting staff and six monthly interim reviews are encouraged by The Cabinet Office. These are specifically designed to deliver the aims and objectives of the Department.

The role holder will identify and agree training and other learning and development needs in conjunction with the Customer Services Supervisor.

Health & Safety

The role holder will be responsible for his/her own health and safety and the impact of his/her actions on others. They will be responsible for identifying any possible risks or near misses to a responsible manager within The Cabinet Office.

Undertake personal development activities to ensure that personal knowledge of application of H&S issues is sufficient to ensure a safe working environment for themselves, fellow employees, partnership groups, contractors and the general public.

Integrity:

As an appointee of The Cabinet Office, the role holder is expected to recognise that their every day business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Department business and to uphold such confidences.

Competency levels:

The competency levels for this role are:

Leading and working together

Level A

Is clear about own role and priorities taking responsibility for providing an excellent service; works supportively as a team player in pursuit of agreed objectives; builds effective working relationships with colleagues; deals constructively with inter-personal issues.

Communicating and influencing

Level A

Communicates clearly, orally and in writing to get their message across; expresses their views in a clear and succinct way in group or team meetings; is courteous and effective in their communications with colleagues and customers; records and communicates information accurately.

Achieving results

Level A

Organises own time efficiently, working in an orderly and disciplined way; makes day-to-day decisions within limits of authority and refers more important decisions in a timely and appropriate manner; delivers agreed tasks on time, liaising with colleagues where necessary.

Delivering a quality service

Level B

Treats customer service as top priority; makes suggestions for improving aspects of service provision; takes on board suggestions for improving the quality of their work and collaborates with others to deliver excellent service; monitors income, costs and value for money.

Changing and learning

Level A

Shows an interest in own self-development; is open to new ideas and willing to consider alternative working practices; accepts and adapts to change or new situations. Applies specialist knowledge, skills and experience in accordance with clearly-defined guidelines and standards.

Showing commitment and resilience

Level A

Takes pride in doing what is required of them on time and to the required standard; willingly takes on additional responsibilities when required; is positive and enthusiastic under normal, routine work pressures; maintains focus and shows determination when faced with setbacks.