

JOB DESCRIPTION

Customer Services Officer/Receptionist

Post Title:	Customer Services Officer/Receptionist
Reports to:	Governance and Community Engagement Manager
Responsible for:	N/A
Grade:	Farnham Grade 2 SCP 4-8 (£18,933 to £20,493)
Competency Levels:	Communication – 2, Customer service – 3, Team Working - 2, Managing Self and Others - 3, Can do approach – 2.

Main Areas of Responsibility:

To ensure that all of Farnham’s customers and visitors receive excellent customer service. To support the general office, farmers’ market, cemeteries, allotments and events functions, and help implement council policies as agreed.

Customer Services

- Answer all incoming calls and handle callers’ enquiries whenever possible and liaise with Waverley Borough Council and Surrey County Council and Surrey police as appropriate.
- Re-direct calls as appropriate and take effective messages when required.
- Greet, assist and/or direct visitors and the general public.
- Answer queries where possible and/or take and relay accurate and timely messages from callers.
- Regularly update customer information displays, including co-ordinating the Visitor Information Points.
- Update internal telephone records of staff contact numbers and job titles.
- Book meeting rooms and maintain a meeting room diary and ensure that refreshments such as water, tea, coffee, milk etc are available for meetings and that meeting rooms including the Council Chamber is in good order before and after meetings.
- Co-ordinate highway banner booking and invoices and bookings for facilities such as the Bandstand and Gostrey Meadow
- Record maintenance issues requiring attention.

General Office Administration

- Deal with enquiries from Councillors, Officers of the Council and the general public.
- Assist in the planning and preparation of meetings, conferences and conference telephone calls and zoom meetings.
- Maintain a comprehensive filing system including minutes of meetings and relevant council business.
- Sorting, distribution franking and actioning of all post.

- Provide admin support to colleagues including the Business and facilities' Manager and Governance and Community Engagement Manager as required.
- Manage petty cash and receipts for income.
- Co-ordinate stationery orders, photocopier repairs, filing and similar matters.
- Assist in the preparation of large mail shots and preparation of material for events.
- Support project work and civic/mayoral activity as required.
- Maintain and update council databases and records.

Farmers' Market Co-ordination and Administration

- Co-ordinate arrangements for Farnham Farmers' Markets and attend on an agreed basis (if required) the farmers' market during the period of trading, maintaining good working relationships with stallholders and adopting good health and safety practices.
- Assist with the promotion of Farnham Farmers' Markets within and outside the area.
- Recruit appropriate and a variety of quality producers to attend farmers' markets.
- Check and maintain records of stallholders' product and public liability insurance cover.
- Prepare sales invoices for farmers market, receive and reconcile stallholder fees and recording all income and expenditure in association with the Council's bookkeeper.
- Maintain a database of potential and actual producer attendees at Farnham Farmers Market.
- Prepare newsletters and information relating to the markets as required.
- Collaborate with other Surrey Farmers' Markets as appropriate.

Cemeteries and Allotments

- Support the administration of all aspects of the Council's cemetery and burials functions, including maintenance of records, identifying plots etc.
- Support for the Team Leader in dealing and corresponding with bereaved families, funeral directors and monumental stone masons.
- Respond to genealogy enquiries.
- Support the administration of the Council's allotment function, including the maintenance of allotment records, preparation and issuing of invoices and dealing with enquiries from Councillors, officers of the Council and the general public.

Information

- Ensuring compliance with the Farnham Town Council's style and branding guidelines.
- Contributing relevant material to the content of the Town Council's publications.
- Developing and updating related areas of the Town Council's Website.

General Duties

- Implementing new programmes, projects and plans to meet the Council's aims and objectives as agreed.
- Maintaining and preparing agreed key performance indicators for projects.
- Supporting and attending council meetings, civic functions and events (eg Annual Town Meeting, Remembrance Sunday, FIB launch, Christmas Lights Switch-on etc) as and when required.
- Any other duties which may, from time to time, be considered necessary to facilitate the efficient functioning of the Council's operations in line with the competency profile for this post.

Performance Management

- Ensure day to day management of the workload ensuring all commitments are effectively undertaken.
- Ensure high standards of work are maintained to uphold the integrity and profile appropriate to the Mayor of Farnham and Farnham Town Council.