



**CUSTOMER SERVICE ASSISTANT x 2**

**37 Hours  
Grade G02  
SCP 05-08**

**Salary: £19,312.00-£20,502.00  
Location: County Hall, Mold CH7 6NR**

We have an exciting opportunity for two experienced Customer Service Assistant to join our team.

The Customer Services Team provide a central point of contact for people making enquiries about Council services and those who wish to complain when things go wrong.

You must be confident in handling a wide range of customer enquiries by telephone, in person and digital channels. The ability to deal with difficult situations is essential to ensure that, wherever possible, you help our customers to answer their enquiry at the first point of contact.

You must have experience of dealing with complaints and also vulnerable people who need our help through difficult times. If you are passionate about delivering excellent customer service and working with people, then we want to hear from you.

For an informal discussion please contact:

Name: Adele Robertson

Tel: 01352 702416

Due to the volume of applications we receive we are not always able to contact each applicant individually, therefore if you have not heard from us within 3 weeks of the closing date you should assume that your application has not been successful.