



Customer Contact Officer

Grade C – SCP 14 to 16
Salary: £17,391 - £18,319
2 positions – 37 hours per week
12 month fixed-term contract
Based at County Offices, Flint (subject to change)

An exciting opportunity has arisen for someone who is interested in supporting the Council's vision to achieve the highest standards of customer service and care. If you are passionate about delivering excellent customer service and you have an interest in helping people then we want to hear from you.

We are looking to recruit someone new to our Contact Centre. We are looking for someone who is enthusiastic and committed to delivering excellent customer care, particularly in difficult situations when dealing with complaints or when working under pressure during extremely busy periods. You will work as part of a team in a Contact Centre delivering professional telephone customer service, to ensure that where possible customer enquiries, requests for service, and complaints are resolved or actioned at the first point of contact.

We have two positions available and the Welsh language requirements for one role are Reading Level 4, Writing Level 4 and Speaking Level 4. Due to the number of Welsh Speakers in the team we can also accept applications from candidates who wish to learn Welsh or improve / develop their Welsh Language Skills.

Please refer to the attached Flintshire Welsh Language Competence Framework guidance notes and provide detail of your Welsh Language ability in your supporting statement.

For an informal discussion please contact:

Name: Rebecca Jones

Job Title: Customer Service & Registration Manager

Tel: 01352 702413

The Council recognises that the ability to communicate in Welsh is an important and valuable skill in the workplace and is committed to increasing the numbers of bilingual employees. We welcome applications for any post from candidates who are able to work in both Welsh and English. We will also support new and existing employees who wish to learn Welsh or improve/develop their Welsh Language skills.



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.

Part time, job share and flexible working arrangements will be considered.