



POSITION DESCRIPTION

Position Title:	Customer Support Officer		
Classification:	Band 4	Status	Part Time – Maximum Term
Group:	Corporate Services	Business Unit:	Business Transformation and Customer
Reports to:	Team Leader - Customer Support		
Direct Reports:	NA	Date:	June 2022

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

The provision of high-quality customer service is one of the keys to Cardinia's success and integral to its culture of service excellence. This position has an important role in enhancing council's public image by professionally and effectively dealing with a range of customer enquiries and requests in accordance with organisational standards.

This role is not just a standard Customer Service role. You are required to be proactive and think outside the box. The ability to multitask will be vital as you deliver solutions in an efficient and friendly manner over the phone, email, online and face to face.

KEY RESPONSIBILITIES AND DUTIES

Customer Service

- Deliver a positive customer experience through face-to-face contact at service locations and at a dedicated call centre via telephone, mail, email, online and other electronic media.
- Respond to enquiries and provide accurate and relevant information regarding services to ensure the community understands and has access to the range of Council services available.
- Perform duties in accordance with developed service agreements between the various functional areas/departments of council and within the agreed performance levels for the Customer Support team.

- Process/resolve 100% of customer enquiries/complaints contained in service agreements ensuring issues are followed up/resolved in accordance with policies and guidelines.

Administration Duties

- Undertake administrative responsibilities (including processing payments) to ensure transactions are processed in a timely and accurate manner.
- Undertake activities to assist with duties associated with Civic Facilities, events and other functions including maintaining stocks of public handouts and information.
- Utilise manual/computer systems to manage information flow between community and Council ensuring information is accurate and appropriate.
- Prepare correspondence in relation to customer service matters, process permits and forms and assist other departments on Customer Support matters where directed.

Council Promotion and Advocacy

- Represent Council and service providers in a professional manner by communicating with customers and administering transactions in a manner that meets the expectations of the community.
- Seek community feedback/suggestions regarding services, events and Council procedures and effectively highlight issues raised by customers and communicate community perceptions and needs to relevant Council staff using established reporting mechanisms.
- Educate community on existing and new service delivery systems, Council services and products to maximise the value of the services to the community and to assist the community's adaptation to changes in service, providers or processes.
- Participate and assist in planning of promotional activities and events designed to inform the community, encourage involvement and to celebrate aspects of life within Cardinia

Teamwork

- Contribute to the direction of the Customer Support Team by participating in training activities, meetings and providing input to review systems/processes to ensure flexible and responsive service delivery that meets and exceeds customer expectations.
- Adherence to schedule and roster to support the broader team in the delivery of responsive and available service to our customers.
- Contribute to the team by developing and utilising effective communication lines with other members and providing support to others as needed to ensure cohesion and consistency in approach.
- Develop positive and cooperative working relationships with other work teams to ensure effective linkages that support continuous improvement of services provided to customers.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures, and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.
- Ensure compliance with Council financial and procurement policies and procedures in ensuring an adequate standard of internal control over finances is maintained.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Responsible and accountable for:

- A \$500 float (when operating on the service counter) and responsibility for the accurate entering and reconciliation of all financial transactions daily.
- Advising and reporting on issues to management in relation to Council services and customer service issues in general.
- Resolving customer enquiries utilising designated resources/frameworks.

- Educating the community on new/existing service delivery systems
- Processing of customer payments
- Freedom to act is limited by standards and procedures. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.

JUDGEMENT AND DECISION MAKING

- Ability to effectively negotiate, problem solve and deal with complex customer enquiries.
- The objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives
- Guidance and advice is always available in time to make a decision

SPECIALIST KNOWLEDGE AND SKILLS

The following knowledge and skills are required to be utilised:

- Demonstrated skills in the provision of an excellent level of customer service, and delivery of this service in a positive and efficient manner to all internal and external customers.
- Ability to use technology across multiple platforms.
- Demonstrable ability to effectively communicate through several different channels (phone, face to face, online, email) and to explain complex information in simple terms to educate customers on requirements, process, and policy where applicable.
- Demonstrated experience in being responsible for the completion of end of day functions relating to the handling of cash, cheques, EFT, and other financial transactions
- Knowledge of customer tracking and corporate databases as required.
- an understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals.
- Require an understanding of long-term unit goals and appreciation of wider organisational goals.
- Require an understanding of the function of the wider organisation.

MANAGEMENT SKILLS

The following management skills are required to be utilised:

- Ability to organise/prioritise workloads to achieve set objectives with minimal supervision
- Ability to evaluate a given situation and adopt appropriate problem-solving techniques.
- Demonstrated organisational and administration skills
- Ability to prepare routine correspondence/reports in plain English

INTERPERSONAL SKILLS

The following interpersonal skills are required to be demonstrated:

- The effective use of oral and written communications skills to achieve customer and corporate objectives.
- Ability to gain co-operation and assistance from staff in other council service units.
- Able to provide excellent customer service to a diverse range of customers.
- The ability to work collaboratively in a busy team environment, and to foster teamwork behaviours.
- Skills required in written communication to enable the preparation of routine correspondence and reports if required.

QUALIFICATIONS AND EXPERIENCE

The following qualifications and experience are required for the position:

- Demonstrated experience in providing excellence in customer service to a diverse range of customers.
- Experience working with a diverse range of computer and cash handling systems.
- Demonstrated experience working with staff from all levels in a large and diverse organisation.
- Demonstrable ability to effectively communicate through several different channels (phone, face to face, online, chat, email) and to explain complex information in simple terms to educate customers on requirements, process, and policy where applicable.
- Ability to evaluate a given situation and adopt appropriate problem-solving techniques.

KEY SELECTION CRITERIA

- Demonstrated high level customer service skills to both internal and external customers preferably within a service delivery organisation.
- Ability to effectively use computer programs to process requests, find information, correspond to customers and other staff members, and provide timely and relevant information throughout the organisation.
- Ability to organise/prioritise workloads to achieve set objectives
- Ability to work effectively within a team and contribute to business improvements and team goals.
- Ability to prioritise, manage and complete multiple tasks within set time frames.
- Ability to embrace and demonstrate the Cardinia Shire Council Values Framework.

ADDITIONAL INFORMATION

Team Meetings: there is a requirement for Customer Support staff to attend monthly team meetings. This meeting may be held outside of normal working hours so all staff are able to attend.

Location of Work: while the unit will be based primarily at Council Offices in Officer there may be a requirement to work at various locations on an as-required basis.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure This is a part time maximum term position.

Pre-employment checks All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.