



## Position Description – Customer Experience Quality and Training Officer

<b>Division</b>	Engaged Community
<b>Portfolio</b>	Community Engagement and Experience
<b>Business Unit</b>	Customer Experience
<b>Level</b>	4
<b>Reports To</b>	Customer Experience Lead
<b>Prescribed Position</b>	No

### Position Objective

The position within the CX Team will collaborate and partner with the Customer Contact Team by assisting to coordinate and deliver induction and ongoing training across all inbound customer platforms. Undertaking monitoring and data quality verification, the position will ensure information being provided to our customers is accurate and of high quality to create a customer experience that is effortless, exceeds expectations and delivered with care whilst contributing to a culture of high performance.

The role will have a focus on continuous improvement activities, ensuring team goals are achieved through effective coaching and mentoring, whilst adopting a culture of collaboration, engagement and accountability to ensure Community Engagement and Experience Portfolio is successful in delivering first contact resolution and a positive experience.

The position will also help deliver core functions of the CX and Customer Contact teams including the direct provision of customer service activities, including handling enquiries received via Multiple touchpoints.

### Key Responsibilities

Coordinate and deliver induction and ongoing training to the Community Engagement and Experience Portfolio across all customer touchpoints and within the CRM System.

With the support of the CX Lead and in collaboration with the Team Leader Customer Contact, assist in the review, development and implementation of Community Engagement and Experience Team procedures, documents and guidelines with a focus on enhancing both our people and our customer's experience.

- Working with other members of the CX, CC and MMC Teams, oversee the Customer Contact's Knowledge Base system, ensuring articles are relevant, accurate and regularly reviewed and applied by the team through effective collaboration with key internal stakeholders and communication and monitoring within the
- Assist in the administration of the Contact Centre software and corporate systems, including the coordination and distribution of regular reports and financial reconciliation.
- Proactively arrange and facilitate CX and Customer Contact training across the organisation for new employees, to promote the role of our Community Engagement and Experience Portfolio and the strategic focus on Customer Experience.
- Act as a senior officer, available for escalated matters with customers broadly across the organisation.
- Undertake regular monitoring and data quality verification, ensuring regular feedback and support is provided to all staff within the CEE Portfolio to encourage and empower team members and maintain a culture of innovation and operational excellence.
- Respond professionally and positively to all requests for customer service with a focus on first contact resolution and delivering an exceptional customer experience.
- Undertake accurate cashiering duties and investigations of cashiering discrepancies, in accordance with established and documented processes and procedures.
- Highly effectively use of corporate technology, including customer and request management, finance, and land & property management systems to assist in customer service delivery.
- Work closely with business units to ensure effective partnerships which assist with the flow of information to ensure the maintenance of accurate and relevant information on Council services, programs, etc.
- Contribute to the development and delivery of projects within the Public Health & Safety Portfolio Plan.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.
- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

## **Selection Criteria**

### **Skills**

- High level written and verbal communication skills.
- High level time management, creative problem solving and decision making skills.
- High level customer service skills.
- High level planning and organising skills.
- Ability to use initiative to create and implement solutions.
- Ability to coach, lead and motivate staff members.
- Ability to work under limited direction in a fast paced environment.
- Demonstrated self motivation, sound initiative and the ability to exercise independent judgment within the parameters of the role.
- Advanced computing skills including knowledge of the Windows Explorer and Internet Explorer environments are required.
- Keyboard skills with a minimum typing speed of 40wpm.
- Working knowledge of the Microsoft Office suite of desktop applications.
- Use of corporate technology including systems in electronic document management, land and property management, finance, customer management and the intranet.
- Demonstrated understanding and enthusiasm for the direction of the City and the Organisation.
- Demonstrated behaviour consistent with the organisational values.

### **Knowledge**

- Understanding of the principles of continuous improvement activities and performance analysis.
- Good working knowledge of Local Government functions, roles and processes.
- Knowledge of a Customer Request Management System and the Intranet/Internet.

### **Experience**

- Experience in a Contact Centre environment responding to enquiries, requests for information and complaints.
- Experience with cashiering and general cash management.
- Experience in the use of Contact Centre solutions, including Customer Request/Relationship Management Systems and Genesys Cloud/omni-channel systems is desirable.
- Experience supporting and guiding individuals to increase teamwork, performance and focussing on operational excellence.

## Qualifications

Accredited Customer Service training will be advantageous.

Desirable