

# Position Description

## Customer Service Officer

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| <b>Position Title:</b>           | Customer Service Officer      | <b>Directorate:</b>   | Corporate & Community Services |
| <b>Position Number:</b>          | 100115                        | <b>Department:</b>    | Finance & Customer Service     |
| <b>Employment Status:</b>        | Part-Time                     | <b>Position Type:</b> | Indoor Employee                |
| <b>Employment Type:</b>          | Permanent                     | <b>Location:</b>      | 374 Main Road, Glenorchy       |
| <b>Classification Structure:</b> | Grade 2                       |                       |                                |
| <b>Reports to:</b>               | Coordinator Customer Services |                       |                                |

### PRIMARY PURPOSE:

The Customer Service Officer is responsible for providing a positive customer service experience as first point of contact to Council's customers, completing a vast variety of enquiries, requests and payments at the front counter and call centre. The Customer Service Officer is also involved with and responsible for the completion of administrative tasks, project work, process improvements and implementation of procedures and systems.

### ORGANISATIONAL REPORTING RELATIONSHIPS:

#### 1. Internal:

- The **Customer Service Officer** reports to the **Coordinator Customer Services** for all operational and management matters.
- The role is a key contributor to the Customer Service Team and will liaise with the Chief Executive Officer, Directors, Managers and all other employees of Council.

#### 2. External:

- The role will liaise with external stakeholders such as members of the public, ratepayers, community members, industry suppliers, service providers, visitors and contractors.

### Accountabilities And Responsibilities

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| <b>Customer Service Centre Operations</b> | <ul style="list-style-type: none"> <li>▪ To deliver a professional, efficient, and accurate service for all customer enquiries and issues on the full range of Council's services, and follow up when necessary to achieve a positive Customer Service experience</li> <li>▪ Maintain confidentiality of Council information and the privacy of customers</li> <li>▪ Develop and demonstrate a high level of knowledge of Council activities, services, and Local Government processes</li> <li>▪ Record all customer enquiries ensuring acknowledgement, replies and actions occur within the agreed standard service levels and time frames</li> <li>▪ Responsible and accountable for creating, keeping, and maintaining authentic, accurate and reliable records</li> <li>▪ Ensure that any changes required to Council records are accurate and actioned in accordance with minimum service standards and privacy procedures</li> <li>▪ Liaise as required with staff from other departments to gain information and to resolve customer issues</li> <li>▪ Conduct and/or participate in one-on-one and group training as required</li> </ul> |
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|   | <ul style="list-style-type: none"> <li>▪ Contribute to the development of customer communiques to facilitate customer relations</li> <li>▪ Adhere to and perform a variety of daily tasks for each scheduled position of the Customer Service Centre</li> <li>▪ Undertake all positions in the Customer Service rotational roster as required</li> <li>▪ Achieve all individual key performance indicators relating to the position</li> <li>▪ To be an active in the planning, development, and implementation of the Customer Service Annual plan</li> <li>▪ Responsible for complying with the cash management operating guidelines daily and contribute to reviewing the document when required</li> <li>▪ Complete payments received via the call centre, front counter, or mail accurately. Finalise individual end of day balancing. Coordinate and complete end of day balancing for the Customer Service Centre.</li> <li>▪ Adhere to Customer Service standards, principles and policies and contribute to reviewing these processes when required</li> <li>▪ Provide assistance with the development, implementation and maintenance of training and reference materials</li> <li>▪ Advise Team Leader or Coordinator of customer service trends and assist with proactive strategies to ensure best practice customer service</li> </ul> |
| <p><b>Communication Skills</b></p>        | <ul style="list-style-type: none"> <li>▪ Utilise excellent communication skills to interact with people at all levels within the organization and the public both verbally and through correspondence</li> <li>▪ Ability to use negotiation and communication skills to effectively deal with difficult customers and issues in a calm and professional manner</li> <li>▪ Communicate Council's position on a range of issues and decisions in a positive way.</li> <li>▪ Professionally refer enquiries to the relevant department with all the required correspondence</li> <li>▪ Communicate processes effectively with new to Customer Service staff, complete one-on-one training and monitor learning progress as required and update the Team Leader</li> </ul>   |
| <p><b>Team Work and Collaboration</b></p> | <ul style="list-style-type: none"> <li>▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability.</li> <li>▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members.</li> <li>▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture.</li> <li>▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community.</li> <li>▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time.</li> <li>▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks.</li> <li>▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication</li> <li>▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.</li> </ul>   |

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| <b>Customer Service</b>                | <ul style="list-style-type: none"> <li>▪ Represent the Council in a professional and positive manner</li> <li>▪ Ensure that a high standard of customer service is maintained to both internal and external customers.</li> <li>▪ Identify and contribute to opportunities for continuous improvement in service delivery.</li> </ul>   |
| <b>Organisational Responsibilities</b> | <ul style="list-style-type: none"> <li>▪ Actively participate in professional development and training activities and contribute to the achievement of individual performance objectives.</li> <li>▪ Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard.</li> <li>▪ Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations.</li> <li>▪ Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees.</li> <li>▪ Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery.</li> <li>▪ This role may require reasonable after-hours activities and overtime when required by business needs.</li> </ul>   |
| <b>Governance, Risk and Compliance</b> | <ul style="list-style-type: none"> <li>▪ Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations.</li> <li>▪ Comply with Work Health and Safety (WHS) policies, procedures and safe work practices.</li> <li>▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements.</li> <li>▪ Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements.</li> <li>▪ Proactively identify areas of non-compliance and support the implementation of corrective actions.</li> <li>▪ Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks.</li> <li>▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed.</li> <li>▪ Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.</li> </ul> |

## Key Selection Criteria

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| <b>Essential Qualifications</b> | <ul style="list-style-type: none"><li>▪ Possess a Business Administration Certificate III or similar relevant qualification.</li></ul>  |
| <b>Licences</b>                 | <ul style="list-style-type: none"><li>▪ Current registration to work with vulnerable people (RWVP)</li><li>▪ Drivers Licence (preferred but not essential)</li></ul>  |
| <b>Skills and Experience</b>    | <ul style="list-style-type: none"><li>▪ Minimum two years' experience in a Customer Service environment with the appropriate skills and training to deliver excellent Customer Service, including the ability to deal effectively with difficult customers.</li><li>▪ Proven experience &amp; knowledge of cash handling, balancing and receipting skills.</li><li>▪ Highly organised with proven time management skills, with the appropriate written and verbal communication skills to be able to meet deadlines under conflicting pressures while being committed to meeting customer expectations.</li><li>▪ Ability to listen, decipher and research to provide authoritative advice to customers efficiently and professionally.</li><li>▪ Demonstrated ability to work as part of a team and contribute to a fast-paced team environment.</li></ul> |

## Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.

# Our Values



**WE RESPECT EACH OTHER**

We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Listening and being listened to matters



**WE ARE TRUSTED**

I've got your back and you've got mine

We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn



**TOGETHER WE ARE BETTER**

Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge



**WE DELIVER**

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

**Our Culture**

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

**WE FOSTER AND MODEL A CULTURE WHERE:**

- We **RESPECT** others and their viewpoints as being as important as our own
- We trust and are **TRUSTED** by each other
- We know that by working **TOGETHER** we achieve better outcomes
- We take personal responsibility, and together we **DELIVER** for our community

**ACKNOWLEDGEMENT:**

I have read and agree to abide by the requirements of this position description.

|                            |  |              |  |
|----------------------------|--|--------------|--|
| <b>Employee Name:</b>      |  |              |  |
| <b>Employee Signature:</b> |  | <b>Date:</b> |  |