



## POSITION DESCRIPTION –

<b>Position Title</b>	Customer Support Officer	<b>Classification</b>	Band 4
<b>Group</b>	Corporate Services	<b>Business Unit</b>	Communications, Engagement & Customer
<b>Direct Reports</b>	N/A	<b>Date</b>	May 2025
<b>Reports to</b>	Team Leader – Customer Support		

## 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 supporting the community by delivering a wide range of services that enhance the wellbeing of residents now and into the future.

To support the delivery of these services, Council is focused on building a skilled and professional workforce with the capability to respond to current priorities and future challenges. Employees are expected to contribute to high-quality service delivery, demonstrate sound professional judgement, and work collaboratively to achieve positive outcomes for the community.

Council is committed to providing a safe, inclusive and supportive working environment that enables employees to perform at their best while contributing to the achievement of Council’s strategic objectives.

## 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

Key responsibilities include, but are not limited to:

### 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.

### **OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES**

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- Responsible and accountable for the accurate and timely completion of allocated tasks within established procedures.
- Responsible for the accurate handling, entry and daily reconciliation of customer payments, including management of a cash float of up to \$500 when operating at the service counter
- Provides routine advice and information to customers on Council services and service delivery systems.
- Resolves customer enquiries using designated systems, resources and frameworks.
- Identifies and reports customer service issues or trends to management
- Reports customer service issues, trends and service delivery matters relating to Council services to management.
- Freedom to act is limited by standards, policies and procedures, with discretion applied to established guidelines. Matters outside delegated authority are referred to a supervisor.
- Advising and reporting on issues to management in relation to Council services and customer service issues in general.
- Educating the community on new/existing service delivery systems

## **JUDGMENT AND DECISION MAKING**

- Exercises sound judgement in responding to routine and moderately complex customer enquiries.
- Selects appropriate methods and responses from a range of established options.
- Prioritises competing tasks to meet customer service standards and deadlines.
- Determines when escalation is required and refers matters appropriately.
- Guidance and advice are available to support decision making when required.

## **SPECIALIST KNOWLEDGE AND SKILLS**

- Demonstrated ability to provide high-quality customer service in a busy service delivery environment.
- Ability to learn, interpret and apply relevant Council services, policies and procedures.
- Ability to use technology across multiple systems, including customer request, records and payment systems.
- Experience handling and reconciling cash, EFT, cheque and other financial transactions, including completion of end-of-day processes.
- Ability to clearly explain processes, requirements and policies to customers in a practical and customer-focused manner.
- Demonstrated ability to communicate effectively across multiple channels (phone, face-to-face, online and email).
- Understanding of the role's contribution to team objectives and broader organisational goals.

## **INTERPERSONAL SKILLS**

- Well-developed written and verbal communication skills.
- Ability to interact professionally with a diverse range of internal and external customers.
- Demonstrated ability to manage challenging customer interactions calmly and respectfully.
- Ability to work collaboratively in a team environment and foster positive workplace relationships.
- Ability to gain cooperation and assistance from staff across different service areas.

## **MANAGEMENT SKILLS**

- Ability to organise and prioritise own workload to achieve objectives with minimal supervision.
- Applies problem-solving skills to routine issues within established guidelines and procedures.

- Demonstrated organisational and administrative capability.
- Ability to prepare routine correspondence and reports in clear, plain English.
- Contributes to service improvement by providing feedback and identifying opportunities for efficiency.

### **QUALIFICATIONS AND EXPERIENCE**

- Demonstrated experience delivering high-quality customer service to a diverse community.
- Experience working with computer-based systems and cash handling processes.
- Demonstrated ability to work effectively with staff at various levels within a complex organisation.
- Demonstrated ability to communicate effectively across multiple service channels, including phone, face-to-face and online.
- Relevant Certificate III or IV qualification desirable but not mandatory, or equivalent experience.

### **KEY SELECTION CRITERIA**

- Demonstrated customer service skills delivering positive outcomes for both internal and external customers, preferably within a service delivery environment.
- Ability to effectively use computer programs to process requests, retrieve information, communicate with customers and staff, and provide timely and accurate information.
- Ability to organise and prioritise workloads to meet objectives and manage competing tasks within set timeframes.
- Ability to work effectively within a team environment and contribute to continuous improvement and team goals.
- Demonstrated ability to embrace and apply the Cardinia Shire Council Values Framework in the workplace.

### **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.