



## Position Description – Customer Contact Officer

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|----------------------------|-------------------------------------|
| <b>Division</b>            | Engaged Community                   |
| <b>Portfolio</b>           | Community Engagement and Experience |
| <b>Business Unit</b>       | Customer Contact                    |
| <b>Level</b>               | 3                                   |
| <b>Reports To</b>          | Team Leader Customer Contact        |
| <b>Prescribed Position</b> | No                                  |

### Position Objective

To actively deliver an exceptional customer experience that's delivered with care and exceeds our customers' expectations as a member of the Customer Contact Team.

Contribute to the development and operations of a cohesive, supportive, efficient and effective Customer Contact Team.

### Key Responsibilities

- Respond professionally and positively to all requests for customer service with a focus on first contact resolution and delivering an exceptional customer experience across any customer touchpoint, including inbound enquiries.
- Undertake accurate cashiering duties and bank balancing procedures, in accordance with established and documented processes and procedures.
- Work on a daily basis to consistently achieve documented KPIs reported by the Customer Contact Business Unit.
- Effectively use corporate technology including Request Management, finance, and land & property management systems to assist in customer service delivery.
- Assist with the induction and training of new staff to the Customer Contact team.
- 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.
- Provide a value-added response to requests for information.
- Treat all customers, both internal and external, with courtesy, empathy, understanding and equity.

- Undertake other organisational tasks and project work as directed by the Team Leader Customer Contact and in collaboration with the Community Engagement and Experience Portfolio
- Promote a positive and professional image of the Council in all dealings with internal and external customers.
- Actively participate in promoting the vision of the Customer Contact Team throughout the organisation and community.
- Update and maintain the Corporate Knowledge Base system, ensuring articles are relevant, accurate and shared/distributed amongst the Customer Contact team and broader organisation.
- Update and maintain knowledge of all tools required as a member of the Customer Contact Team.
- Assist in identifying opportunities to continuously improve customer experience and daily operation of the Contact Centre.
- 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**

- Excellent written, interpersonal and verbal communication skills including active listening, displaying empathy and understanding.
- A strong customer service work ethic and sound knowledge and application of customer service principles.
- A strong and professional work ethic with proven ability to maintain privacy and confidentiality.
- Highly motivated, professional and self-disciplined.
- Ability to work well in a team environment and contribute to the dynamics of that team.
- Ability to work efficiently under pressure.

- Excellent data entry skills, with a minimum typing speed of 40 wpm.
- Ability to analyse and prioritise problems and use initiative to create solutions.
- Ability to identify opportunities to deliver value-added customer service.
- Training skills and an ability to encourage and motivate team members.
- Excellent computing skills including knowledge of Windows Explorer and the Microsoft Office suite of desktop applications.
- Use of corporate technology including systems in electronic document management, land and property management, finance, customer requests, asset management and intranet.
- Demonstrated understanding and enthusiasm for the direction of the City and the Organisation.
- Demonstrated behaviour consistent with corporate values.

## **Knowledge**

- Knowledge of all areas of Council business or the ability to quickly acquire that knowledge.
- Sound knowledge of and application of customer service principles.
- Sound knowledge of Desktop applications, including Microsoft Excel and Word.
- A broad understanding of the Return to Work Act 2014 (SA) and employees' responsibility in particular. Understanding of WHS Act and relevant EEO legislation
- Knowledge of Council software systems and corporate technology or the ability to quickly acquire that knowledge.
- Understanding and appreciation of the Charles Sturt community.
- Knowledge of a Customer Request Management System and the Intranet/Internet is desirable.

## **Experience**

- Experience in Contact Centre environment responding to enquiries, requests for information and complaints.
- Experience in the use of Contact Centre solutions, including Customer Request/Relationship Management Systems and Genesys Cloud/omni-channel systems is desirable.
- Experience with cashiering and general cash management.

## **Qualifications & Requirements**

A tertiary qualification in Customer Experience or related field and/or commensurate demonstrated experience in lieu of formal qualifications.

Essential