

POSITION DESCRIPTION

Position Title	Coordinator Customer Support	Classification	Band 8
Directorate	Corporate Services	Department	Communications, Engagement & Customer
Direct Reports	2-3	Date	30 September 2026
Reports to	Manager Communications, Engagement and Customer		

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

To lead and oversee Council's Customer Support function, ensuring the delivery of responsive, customer-focused services that enhance the customer experience and support organisational objectives. The role is responsible for leveraging customer insights, operational data, performance metrics and customer feedback to identify opportunities for service improvement, inform decision-making and drive customer service best practice.

The Coordinator Customer Support develops and implements strategies that address current and emerging customer service needs, while contributing customer insights and expertise to broader organisational improvement and transformation initiatives. The position plays a key role in fostering a customer-focused, responsive and accountable culture across the organisation and considers the impact of customer service outcomes on community perception and organisational performance.

By developing a strong understanding of Council's strategic priorities and business drivers, the role provides valuable insight that contributes to service improvement, organisational effectiveness and the delivery of sustainable outcomes for the community.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

Team Leadership and Setting Direction

- Communicate the vision and long-term goals of the organisation to the Customer Support Team and establish and communicate the direction and purpose for the Team.
- Oversee the recruiting, mentoring and development of the Customer Support team; working to provide a nurturing environment where team members can excel through encouragement, coaching and empowerment.
- Foster a collaborative and mutually supportive relationship between the Customer Support team and teams across the organisation to support an integrated approach to customer experience.
- Proactively lead and engage in projects to deliver continuous improvement of processes, policies, and systems in supporting Council to build and maintain best practice customer service.
- Identify opportunities and barriers and in turn develop strategies and implement improvements associated with Council's customer service operations to increase customer satisfaction.
- Contribute to furthering an organisational culture which is customer service oriented, responsive, and accountable, and meets Council's customer service commitment.
- Oversee the operating rhythm of the Customer Support centre, including periodic meetings, review of metrics, quality assurance and staff feedback, and customer satisfaction data collection and feedback.
- Build and maintain a cross-skilled and multidisciplinary customer service team.

Metrics, Analysis & Reporting

- Ensure customer research, statistical data analysis and the voice of the customer are utilised to improve the quality of customer service provided by Cardinia Shire Council.
- Share customer research, statistical data analysis and the voice of the customer with business teams across the organisation to drive a culture of excellence in service delivery and customer experience.
- Control resources, utilise assets and analyse statistics and data to achieve qualitative and quantitative targets and key performance indicators detailed in the Communications, Engagement and Customer Business Plan
- Collect and analyse call centre data and metrics to establish baselines for improvement as well as reporting on performance and trends.
- Review and recommend key performance metrics required to support excellence in the Customer Support team's service delivery.
- Advise the Performance and Improvement function on the preparation of reports on the Customer Support team and broader customer service activities

Process Improvement and Innovation

- Utilise metrics and data, and the voice of the customer, to identify issues, whenever possible, in service delivery across the organisation.
- Lead the development and integration of the organisation's knowledge management system and practices to support consistency of information to the customer.
- Stewardship of Council's request for service system (OpenOffice CRM), supporting its ongoing development, and assisting, wherever possible, all teams on increasing utilisation of the system.
- Keep ahead of industry developments and apply best practices, wherever possible, in areas identified for improvement.
- Implement, as appropriate, Council's continuous improvement framework, and work with operating teams, across Council to deliver what they require from Customer Support and to seek from them the input and information that Customer Support requires to deliver a positive customer experience.
- Identify opportunities for enhanced service delivery through online delivery, and the application of social media, mobile apps and technologies to optimise customer experience.

Operations & Administration

- Manage contractor relationship for Cardinia's after-hours service. Work with internal customers and the after-hours provider/s to refine and develop the process to deliver a high-quality service for the community.
- Provide input to the Manager Communications, Engagement and Customer in the development of annual budgets and monitor expenditure to ensure adherence to expenditure targets.

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.

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

- Resource Management - freedom to act set by broad goals, policies and budgets; may have a substantial effect on the unit or public perception of the organisation
- Manage Specialist or Regulatory Units - freedom to act subject to goals, policies and legislation; may have a substantial effect on the community
- Deliver a positive internal and external customer experience focussed on the employee lifecycle.
- Provide leadership, specialist advice, direction and expertise on policy, goals and projects to employees, leaders and key stakeholders to support the achievement of the Council Plan and organisational strategy and goals.
- Manage employee resources in accordance with the strategic workforce plan requirements.
- Manage business unit operational budget within set parameters and delegation of authority.
- Develop policy options and strategic plans, the freedom to act is wide and limited only to the areas nominated by Employer or the corporate management.
- The advice and counsel provided by these positions is relied upon for guidance and part-justification for adopting particular policies the impact of which may be substantial upon the organisation and/or the community.

JUDGMENT AND DECISION MAKING

- Operate in a specialised environment with limited day-to-day management.
- Involves both problem solving and policy development.
- Methods, procedures and processes are less well-defined, and employees are expected to contribute to their development and adaptation
- Requires identification and analysis of an unspecified range of options before choice can be made.
- Identify and develop policy options for senior management or employer consideration.
- Exercise independent judgement, considering operational requirements, utilising existing policies and procedures, relevant legislation and the Enterprise Agreement to make decisions.
- Work involves the application of improvement suggestions, recommendations and problem solving
- Solve complex and high-risk problems.

SPECIALIST KNOWLEDGE AND SKILLS

- These positions require proficiency in the application of theoretical or scientific approaches in the search for solutions to new problems and opportunities which may be outside the original field of specialisation by the employee Demonstrate initiative in managing work outcomes, opportunities and challenges.
- An understanding is required of the long-term goals of the wider organisation and of its values and aspirations and of the legal and socio-economic and political context in which it operates.
- A sound knowledge of budgeting and relevant accounting and financial procedures is essential except for specialist positions where such knowledge may not be required.
- Demonstrate initiative in managing work outcomes, opportunities and challenges.
- Demonstrate specialised analytical and problem-solving skills.
- Proven ability to plan and implement workplace change to deliver outcomes for the community and organisation now and into the future.
- Possess comprehensive working knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.

INTERPERSONAL SKILLS

- Ability to persuade, convince or negotiate with clients, members of the public, employees, tribunals etc. and persons in other organisations in the pursuit and achievement of specific and set objectives.
- Ability to lead, motivate and develop other employees
- Demonstrate self-awareness and a commitment to personal growth.
- Display resilience and agility in a changing work environment.
- Possess excellent communication, negotiation, and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to manage a variety of tasks and issues concurrently.
- Proven ability to build and maintain productive and respectful relationships and partnerships.
- Ability to work effectively as part of a to deliver positive organisational outcomes.
- Proven ability to maintain high levels of confidentiality.

MANAGEMENT SKILLS

- Typically involve the supervision of large numbers of employees or the supervision of tertiary qualified employees or employees with extensive experience
- Management skills are required to achieve objectives and goals, taking account of organisational and external constraints and opportunities.
- Ability to effectively manage, coach and support employees throughout the organisation.
- Be proactive and prioritise activities according to level of urgency with the ability to achieve objectives despite conflicting pressures.
- Ability to make independent decisions, good judgement and work with autonomy, initiative, and minimum supervision.
- Promote a culture of learning by proactively seeking opportunities to challenge and develop team members and provides practical feedback to maximise performance.
- Support high performance through regular coaching with direct reports, and role modelling shared leadership.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing.
- Lead and influence a collaborative and innovative values-based culture.
- Adopt a commercial and entrepreneurial approach to the design and implementation of programs.
- Foster innovation and improves work practises and processes.

QUALIFICATIONS AND EXPERIENCE

- Strong leadership experience in Customer Service environment is essential

- Demonstrated experience in a customer contact / customer service environment
- Extensive knowledge of call centre technology and work practices
- Extensive training in Customer Service and administration
- Degree or Diploma with several years' subsequent relevant experience or lesser formal qualifications together with extensive and diverse experience, or intensive specialist experience.

KEY SELECTION CRITERIA

- Demonstrated experience in recruiting, managing, training, developing, coaching and retaining staff in a customer service environment, covering multiple communication channels.
- Demonstrated experience in developing and leading the operating rhythm of a customer service centre.
- Extensive knowledge and experience in contact centre technology, metrics and operational practices, including the management of incoming calls, incoming emails, webchat and social media in a service environment.
- Financial acumen and the ability to manage business unit budgets effectively.
- Excellent customer relationship skills as demonstrated by the ability to develop collaborative and productive partnerships with both internal and external customers.
- Communication, negotiation and interpersonal skills with the ability to clearly articulate and present information as required.
- Understanding of emerging trends to ensure the decisions made by this position influence the outcomes for our community and organisation now and into the future.
- Leadership, authority, direction and expertise on policy, strategy, goals and projects within area of responsibility.
- Able to work independently and make sound decisions based on experience and good judgement.
- Ability to deal with concerns effectively, diplomatically, and confidentially.

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 full time ongoing 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.