

Position Description

Position Title:	Coordinator Customer Experience (PN 190)		
Position Type:	Permanent Full time		
Department:	Community Partnerships		
Date Approved:	July 2022		
Hours per week:	35	Award Classification:	Band 3, Level 3
FTE	1.0	Salary Classification	Grade 6

1. Primary Objective (Role Purpose)

As a leader in the Community Partnerships team the Coordinator Customer Experience is responsible for ensuring Council delivers a relevant, efficient, welcoming and inclusive customer experience across our Libraries, Customer Service and outreach functions. Supporting the teams to create and maintain a culture of innovation and measurable outcomes will ensure a positive internal and external reputation for Council's Library and Customer Service teams.

2. Key Accountabilities

- Work alongside the Manager Community Partnerships to coordinate strategic and operational planning for providing an exceptional customer experience.
- Provide leadership and management to the Team Leaders of Library and Customer Service to
 - Mentor, support and develop the direct reports within the team
 - Monitor and manage the teams' performance in relation to the broader Community Partnerships section
 - Achieve the objectives and actions as established in the Annual Operating Plan.
- Create a culture of continuous improvement within the team, including assessment of training needs and opportunities for process improvement and cross skilling.
- Identify trends, design data collection and report user expectations in order to compile and report on KPI's to support performance assessment and service level modification.
- Consult, advise and negotiate solutions to cross organisational issues and systems integration affecting customer experience.
- Review and assess variety of customer experiences to develop continuous improvement practices and plan for future service delivery methodology.
- Identify opportunities for shared services, outreach service delivery and integration of Customer

Service and Library programs and functions within Community Partnerships activities and events.

- Develop and update relevant strategies, MOU and service level agreements negotiated with internal and external stakeholders.
- Manage and report on the operational Library and Customer Service budgets.
- Ensure Library and Customer Service operations are delivered in line with current industry standards and in accordance with the policies and objectives of Kempsey Shire Council.

3. Core Competencies (Knowledge Skills and Experience)

Qualifications

- Degree level qualifications in a relevant field such as Business, Management, Communications and/or extensive work experience applicable to the role.
- Current NSW driver's licence.

Note: All licences/tickets stated in the position description must be current/valid during the duration of your employment. Should there be a change in status it is the employee's responsibility to notify Council as soon as practicable.

Experience

- Recent experience leading a cross functional team to support exceptional service delivery.
- Experience working collaboratively with various internal and external stakeholders to achieve business and service level outcomes.
- Proven ability to effectively lead, manage, supervise and influence staff.

Skills

- Superior skills and capability to handle confidential and sensitive issues combined with tact and diplomacy to take initiative and make decisions.
- Demonstrated analytical skills and the ability to think pro-actively and creatively at both strategic and tactical levels.
- Ability to build wide and effective internal and external networks, including strong diplomacy, negotiation and relationship management skills, and the ability to influence stakeholder attitudes and behaviours.
- Ability to use customer experiences to shape and influence organisational change initiatives.



**“Lead and work with
our community to build an
inspired, connected
Macleay Valley”**

4. Supervision Received

This role reports to the Manager Community Partnerships.

5. Supervision Exercised

This role supervises the Team Leaders of Customer Service and Library and within those teams are approximately 15 FTE.

Role Authorisation

Manager Name Manager Signature Dated

Role Acceptance

The work of the role has been discussed and explained to me and I expect to be held to accountable for work performed in accordance with this role.

Employee Name Employee Signature Dated