

POSITION DESCRIPTION

Position Title:	Customer Service Officer	Directorate:	Corporate Services
Position Number:	100234	Department:	Contact & Guidance
Employment Status:	Part-Time	Section:	Customer Service
Employment Type:	Permanent	Location:	Chambers
Classification:	Schedule A, Salary Point 5		
Reports to:	Coordinator Customer Service		

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 Service** for all operational and management matters.
- The role is a key contributor to the Customer Service Team and will liaise with employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the general public, ratepayers, residents, visitors and contractors to the City of Glenorchy.

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:

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.

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

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Customer Service Centre Operations	<ul style="list-style-type: none">• 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• Maintain confidentiality of Council information and the privacy of customers• Develop and demonstrate a high level of knowledge of Council activities, services and Local Government processes• Record all customer enquiries ensuring acknowledgement, replies and actions occur within the agreed standard service levels and time frames• Responsible and accountable for creating, keeping and maintaining authentic, accurate and reliable records• Ensure that any changes required to Council records are accurate and actioned in accordance with minimum service standards and privacy procedures• Liaise as required with staff from other departments to gain information and to resolve customer issues• Conduct and/or participate in one-on-one and group training as required• Contribute to the development of customer communiques to facilitate customer relations• Adhere to and perform a variety of daily tasks for each scheduled position of the Customer Service Centre• Undertake all positions in the Customer Service rotational roster as required• Achieve all individual key performance indicators relating to the position• To be an active in the planning, development and implementation of the Customer Service Annual plan• Responsible for complying with the cash management operating guidelines daily and contribute to reviewing the document when required• 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.

	<ul style="list-style-type: none"> • Adhere to Customer Service standards, principles and policies and contribute to reviewing these processes when required • Provide assistance with the development, implementation and maintenance of training and reference materials • Advise Team Leader or Coordinator of customer service trends and assist with proactive strategies to ensure best practice customer service
Communication skills	<ul style="list-style-type: none"> • Utilise excellent communication skills to interact with people at all levels within the organization and the public both verbally and through correspondence • Ability to use negotiation and communication skills to effectively deal with difficult customers and issues in a calm and professional manner • Communicate Council's position on a range of issues and decisions in a positive way. • Professionally refer enquiries to the relevant department with all the required correspondence • 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
Teamwork	<ul style="list-style-type: none"> • Work cooperatively and effectively within the Customer Service team environment to contribute to team outputs • Strong team working skills required to develop relationships across Council departments and the community to achieve shared objectives • Develop skills and complete training for other positions within the Customer Service team and be prepared to act in these positions as required • Develop skills and complete the duties of the Customer Service Centre's quality assurance program • Seek to continually identify improvements that will contribute to achieving better quality Customer Service. Plan, implement and promote these projects as required • Actively review, improve and update the Knowledge Base information as required
Customer Service	<ul style="list-style-type: none"> • Promote the positive image of Council as a whole • Ensure that a high standard of customer service is maintained to both internal and external customers • Engage, listen to and act where appropriate on feedback from our customers • Implement, evaluate and continuously improve quality systems and processes for the section
General	<ul style="list-style-type: none"> • Assist in the achievement of agreed outcomes consistent with department business plans and budgets • Perform any other duties as directed
Organisational Responsibilities	<ul style="list-style-type: none"> • Support and adhere to Council's policies and procedures, code of conduct and relevant acts • The incumbent is required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

SPECIALIST DELEGATIONS:

- The authority to allocate a registration number to a dog and issue a disc or tag marked with the name of the Council, the registration number and the expiry date.

KEY SELECTION CRITERIA:

1. Possess a Certificate III in Business or similar relevant qualification.
2. 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.
3. Proven experience & knowledge of cash handling, balancing and receipting skills.
4. 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.
5. Ability to listen, decipher and research to provide authoritative advice to customers efficiently and professionally.
6. Demonstrated ability to work as part of a team and contribute to a fast-paced team environment.

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

Manager Name:			
Manager Signature:		Date:	
Director Name:			
Director Signature:		Date:	

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

Employee Name:			
Employee Signature:		Date:	