

Position Description

Position Title:	Customer Service Officer
Business Unit:	Customer Service
Department:	Communications & Customer Service
Directorate:	Corporate Services
Classification:	Band 4
Date:	August 2018
Reports to:	Customer Service Team Leader
Supervises:	Nil
Internal Liaison:	Customer Service staff All other business units and staff of Council for referral and resolution of customer enquiries
External Liaison:	Customers, residents, visitors to Council facilities, business operators Council contractors etc. Other agencies including but not limited to other Councils, Govt. depts. etc.

1. Position Objectives

- To provide a responsive, reliable and customer focused service at Council's Customer Service Centres, Contact Centre and all other points of customer contact e.g. online (webchat),
- To ensure customer needs are met and corporate standards maintained at all times,
- To provide a positive experience of Council to customers and stakeholders.

2. Key Responsibility Areas / Position Specific Responsibilities

****Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees***

Main areas of responsibilities will include but is not limited to:

Call Centre & Customer Service Centres

- Answer inbound telephone calls to set guidelines and expected standards,
- Respond to face to face enquiries at Customer Service Centres to set guidelines and expected standards,
- Respond to online e.g. "webchat" enquiries to set guidelines and expected standards,
- Take ownership of all customer enquiries, work requests, receipting services etc. and provide/facilitate appropriate solutions efficiently and accurately utilising knowledge and prescribed systems to set guidelines, standards and procedures,
- Adhere to and meet all prescribes customer service, guidelines, standards, procedures and KPI's at all times,
- Maintain all customer service areas including call centre workstations in a clean and tidy condition,
- Maintain stocks of public handouts and information at service centres, ensuring they are neatly displayed and out of date information is promptly removed,
- Strictly adhere to roster schedules including accurately following schedule for breaks, balancing and other off-line tasks,
- Staff the Customer Service Centre on Saturdays as required.

Process improvement

- Provide feedback on incorrect and/or incomplete information in customer service systems,
- Provide input into developing guidelines and procedures for a pro-active approach to determine customer service needs and assist in the establishment of processes to meet these needs,
- Submit, action and implement new processes, procedures and customer service delivery improvements, ideas and suggestions,
- Attend and actively participate in all relevant training including one on one feedback/coaching sessions, staff training/development days and after-hours meetings.

Administration

- Process permits, payments, requests for service and other received via mail, email, fax etc. efficiently and accurately,
- Accurately apply all prescribed administration processes and procedures,
- Record statistics in relation to the nature and type of customer enquiries on a daily basis,
- Prepare correspondence to set guidelines and expected standards in relation to customer service enquiries and services e.g. emails, application forms, permits, letters, brochures, etc,
- Undertake other related administrative duties as directed.

Financial Services

- Provide customers with accurate and efficient receipting services,
- Consistently execute accurate cash balancing and banking duties daily following relevant guidelines, standards and procedures,
- Follow-up and resolve banking errors as required and in accordance to relevant guidelines, standards and procedures.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- This position is essentially a doing jobs as a provider of information to clients and information and support to more senior employees and may regulate clients:
 - Providing a comprehensive customer service to all clients of Council ensuring that all work is carried out to a high standard meeting and or exceed customer expectations where possible;
 - Ensuring excellent customer service is delivered at all times and that customers receive an efficient, accurate and courteous service;
 - Occasionally assisting in the induction of new staff or guiding staff in processes that they may not be competent/familiar with;
- The freedom to act is limited by guidelines, standards and procedures that govern the duties assigned to this position and incumbents have sufficient freedom to plan their work in predetermined order of importance and urgency at least a week in advance,
- While the freedom to act generally falls within specific guidelines, standards and procedures that govern this position there is scope to exercise some discretion in the application of established standards and procedures,
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal guidelines, standards and procedures.

4. Judgement and Decision Making Skills

Judgement and decision making will be within the following scope:

- Although objectives of the work are well defined use judgement in dealing with established guidelines, standards and procedures and recognise when guidance and advice should be sought.

Independently:

- Respond to customer requests and needs that that fall inside guidelines, standards and procedures,
- Provide receipting services that that fall inside guidelines, standards and procedures,
- Provide referrals to other departments as necessary,

With Input from Supervisor / Team Leader:

- Responding to complex customer requests that fall outside guidelines, standards and procedures,
- Unusual receipting requests that fall outside guidelines, standards and procedures,
- Deciding a course of action following a receipting variance,
- Claiming petty cash.

Recommends to the Supervisor / Team Leader:

- Reports relevant issues to the Supervisor / Team Leader where appropriate,
- Makes recommendations about customer service guideline, standard and procedure process improvements where necessary,
- Assist with the development of new administrative procedures towards improving the effectiveness of the delivery of department services.

Guidance:

- Works under the direction of the Supervisor / Team Leader with objectives of the work being well defined,
- Guidance and advice are always available from the Supervisor / Team Leader within the time available to make a choice.

5. Specialist Skills and Knowledge

The essential position requirements include:

- Proficiency in the application of all guidelines, standards, procedures and relevant Acts and Regulations that are to Customer Service along with an understanding of relevant precedents and previous decisions,
- Possess an understanding of:
 - the function of the position and how it fits into the overall organisational context including relevant policies, regulations, precedents;
 - issues impacting people from CALD communities;
 - the goals of Customer Service and an appreciation of the goals of the wider organisation.
- Demonstrated ability to work as an effective team member and respond positively to unplanned issues with guidance from the Supervisor / Team Leader,
- Excellent data entry skills / intermediate computer skills including Council database / network systems, e.g. Objective, Proclaim.

6. Management and Interpersonal skills

The essential position requirements include:

- Manage time, plan and organise own work within a roster according to predetermined priorities so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable,
- The ability to gain cooperation and assistance from members of the public and other Council staff in the administration of well-defined activities,
- Ability to establish strong and respectful working relationships with all Council staff and other stakeholders,
- Well-developed written communication skills to enable the preparation of routine correspondence and reports as required,
- Well-developed verbal and non-verbal communication skills to empathetically managing customer complaints and sensitively manage customers displaying challenging behaviour.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

Essential

- Certificate IV in Customer Service or equivalent or alternatively relevant knowledge and skills gained through on-the-job training. Relevant experience and skills should include:
 - demonstrated experience in similar roles with direct exposure to front-line customer relations preferably including with people from culturally and linguistically diverse (CALD) backgrounds / communities.
- Demonstrated professional and positive approach delivering excellent customer service, preferably with:
 - Experience working with online customer service systems such as webchat or similar;
 - Second language relevant to the community of Greater Dandenong.
- Demonstrated high level customer service skills in order to identify and manage difficult external customers and communicate effectively and efficiently with a wide range of internal customers.
- Well-developed organisational and time-management skills, along with demonstrated ability to use relevant computer systems / databases, phone technology and social media platforms such as Facebook etc,
- Well-developed written communication skills including accurate spelling and grammar along with strong numeracy skills including the ability to accurately manage a cash float, receipting services and end of day banking with no errors.
- Current Victorian Driver's License and satisfactory Police Check supplied prior to offer of employment and commencement.

Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

Prepared by:

Name:		Signature:	
Date:			

Manager:

Name:		Signature:	
Date:			

Director:

Name:		Signature:	
Date:			

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical Requirements of the position

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: Name

Signature

Position Description

APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Main areas of responsibilities will include but is not limited to:

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.