

Melton City Council

Customer Service Officer

Position Description

PD: 00146

A vibrant, safe and liveable
City accessible to all

1. Position details

Position Title	Customer Service Officer
Directorate	Office of the CEO
Service Unit/ Department	Customer Service
Position Classification	Band 4
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Team Leader of Libraries / Team Leader of Civic
Supervises	Nil
Internal liaisons	<ul style="list-style-type: none">• All Council Staff
External liaisons	<ul style="list-style-type: none">• Community Groups• Rate Payers• General Public• Service Providers

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.



5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Provide a high quality, professional and effective Customer Service at first point of contact to all residents, the community, organisations and internal staff, both face to face (counter), telephone (call centre) and written correspondence (email).
- Collect and accurately process all payments made to Council over the counter and balance floats accordingly.

5. Key responsibility areas

- Represent Council in providing a professional service to customers and an interface with internal Council operations to attain a "one-stop-shop" concept.
- Provide timely and accurate information on council's services, community facilities and external service providers to customers, both external and internal, including accurately recording customer requests in council's corporate system.
- Provide 'day to day' cashiering functions including the receipting, balancing of monies and petty cash reimbursement, along with preparing daily banking documentation, balance end of day and close off cashiers as required.
- Pro-actively communicate the availability of Council Officers via the effective coordination of information from various communication systems.
- Report all needs for maintenance and updates of telecommunications equipment and programs.
- Identify and notify the Customer Service leadership team of any inaccurate information or updates required in Council's procedures and processes on the Customer Service Centre's database.
- Provide training to new Customer Service Officers as well as guide and mentor existing team members.
- Assist the Customer Service leadership team in establishing and maintaining appropriate administration systems and documentation, including identification of any continuous improvement opportunities in the delivery of customer service.

6. Accountability and extent of authority

- Undertake all 'day to day' activities within Council's policy and procedures in the provision of customer service.
- Receive and resolve where possible all customer enquiries from basic to high level resolution, referring enquiries to appropriate departments or staff where necessary.
- Provide 'day to day' cashiering functions including the receipting, balancing of monies and petty cash reimbursement, along with preparing daily banking documentation, balance end of day and close off cashiers as required.
- Provide training to new Customer Service Officers as well as guide and mentor existing team members.
- Accountable for Council's front line effective and efficient interface with the public in the delivery of high quality and accurate information pertaining to organisational requirements.

- Ensure accurate information is delivered either face to face, over the phone or email (written correspondence). Ensure accurate information is provided to members of the public and other Council Officers.
- Maintain confidentiality and adhere to Council's policies in respect to providing and receiving of information.

7. Judgement and decision making

- Make sound judgements as to the most effective customer advice often without referral to a higher authority.
- Effective flow of documentation and accurate recording, Sign for parcels and documents via courier and direct to relevant department/s.
- Undertake a variety of tasks concurrently with minimal or no supervision making decisions on behalf of Council.
- Make sound judgements on potentially hostile situations and calling for appropriate assistance.

8. Specialist skills and knowledge

- High level customer service skills, with an aptitude for assisting people across multiple platforms including face to face, telephone and email.
- High level of competency and effective use of Customer Request Management and Call Centre technology, in order to resolve enquiries and complete transactions.
- Understanding of all functions of Council's operations as well as community services provided by other local agencies.
- Adapt and move efficiently between several different software applications to source, records and provide information.
- Well written communication, numeracy, innovative and problem-solving skills, including accurate cashing skills.

9. Management skills

- Manage time, set priorities, plan and organise work activities to manage the constant requests for action on information from customers.
- Initiate an appropriate organisational response to ensure the customer receives the best possible service ensuring attention to detail, well developed problem solving and initiative skills.

10. Interpersonal skills

- Work well under pressure and work effectively as a member of a team.
- High level communication and comprehension skills, with the ability to tailor communication style and method based on customer requirements.
- Excellent oral and written communication skills including the ability to communicate effectively with customers from a Cultural and Linguistically Diverse (CALD) community.
- Undertake a variety of tasks concurrently with minimal or no supervision.
- Strong customer service skills with the ability to confidently and proactively engage with customers and the ability to take clear and specific messages and respond appropriately to customer needs.
- Excellent presentation and telephone manner.

11. Qualifications and experience

- Post-secondary qualification with on-the-job training or lesser qualification with experience in high-level customer service to the general public.
- Experience in maintaining administrative systems and word processing duties are essential.
- Experience dealing with customers from a Cultural and Linguistically Diverse (CALD) community.
- Sound computer skills knowledge of the Microsoft Software Applications.
- Current Valid Victorian Driver's Licence.

12. Key Selection Criteria

1. Post-secondary qualification with on-the-job training or lesser qualification with experience in the provision of high-level customer service to the general public.
2. Provide 'day to day' cashiering functions including the receipting, balancing of monies and petty cash reimbursement. Prepare daily banking documentation, balance end of day and close off cashiers as required.
3. Excellent oral and written communication skills including the ability to communicate effectively with customers from a Cultural and Linguistically Diverse (CALD) community.
4. Undertake a variety of tasks concurrently with minimal or no supervision making decisions on behalf of Council.
5. Sound computer skills knowledge of the Microsoft Software Applications.
6. Work well under pressure and work effectively as a member of a team.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager Engagement &
Advocacy

September 2023

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date