



Position Description – Customer Service Officer

Position:	Customer Service Officer
Band:	Band 4
Position Number:	9991
Business Unit:	Customer and Information Services
Directorate:	CEO

Name of Occupant	Vacant
Date Approved	8 February 2019
Approved By	CIO

Position Objective

- This position is responsible for providing quality and efficient Customer Experience to the Baw Baw community as a core component in a dedicated team as required.
- To consistently identify and suggest improvements to the customer experience by understanding what our communities' expectations are when interacting with Council.
- To model Council's Customer Service behaviours and ensure that our customers receive a positive experience through all channels including (but not limited to):
 - Face to Face
 - Telephone;
 - Social media channels including Facebook and Twitter; and
 - Live chat.

Key Responsibility Areas

The following are the key responsibility areas for the position:

- To facilitate solutions and make decisions based on an understanding of the relevant issues, factual information and logical assumptions.
- To adopt a collaborative approach to problem solving and information sharing.
- To have a clear understanding of the social media channels that the Council communicates through with the community by actively monitoring these platforms.
- Provide a high level of telephone service by aiming to answer all calls within 30 seconds, strive to maintain a talk time under two and a half minutes, and display a high level of data integrity when entering details required into our CRM system
- To ensure that professional appearance is always upheld when front-of-house including wearing the approved uniform and a name badge.
- To ensure customer requests for service are entered into Council's tracking system (CRM), and allocated to the appropriate officers for action at time of service, offering the

customer a reference number and timeline at time of service.

- Aim to satisfy customer inquiries at first point of contact, these interactions may include information, guidance and assistance to customers on a wide range of Council's services and facilities.
- To accept responsibility for all monies received, issue accurate receipts and perform daily reconciliation and banking of all monies received.
- To record and collate statistics to meet Council requirements.

All other duties and additional tasks as directed, within the skills and abilities of a position at this level.

Organisational Relationships

Reports to:	Team Leader Customer Service
Supervises:	No direct reports
Internal Liaisons:	All staff and customers
External Liaisons:	Couriers, Contractors and Service Authorities

Commitment to Culture

Baw Baw Shire Council is committed to creating a culture first environment that actively promotes and demonstrates above the line behaviours.

We will strive to be:

Optimistic – about our organisation's future and our ability to deliver quality services and projects to benefit our community.

Pragmatic – by resolving issues and making the best possible use of our time, effort and resources.

Respectful – of ourselves, our Council and of the diverse views and perspectives of our community.

Supportive – by valuing our team members, empowering them to be successful in their roles and investing in their growth and development.

Authentic – by undertaking our work in an open, honest and transparent manner.

Commitment to Safety

Baw Baw Shire Council has made a committed to increasing our safety performance. A high performing safety culture is created by empowering all Councillors, Employees and Volunteers to be accountable to our ThinkSAFE approach.

Our expectation is that you will **Think, Stop, Assess, Foresee and Evaluate hazards and risks** in all you do to achieve our overall goal of creating a safe work environment.

Qualifications and Experience

The qualifications and experience required for the position include:

- Certificate in Business/Office administration or relevant work experience
- Experience in handling cash, receipting and balancing takings.
- Experience in deriving basic inquiry information from computer systems and the ability to learn a variety of new computer programs.
- Extensive experience in providing customer service to members of the public.

Key Selection Criteria

- Qualifications and experience as outlined above.
- Demonstrated experience working in customer service and/or a call centre environment
- Well-developed communication skills (both verbal and written)
- Strong interpersonal skills and ability to relate with people of all ages and levels.
- Demonstrated ability to manage multiple simultaneous tasks.
- Intermediate computer skills.

Accountability and Extent of Authority

The position's accountability and extent of authority will be as follows:

- The position is required to provide accurate information to members of the public and other staff with advice from more senior staff available when required.
- The information provided must be in accordance with Council's operating procedures, policies and other guidelines that are in place from time to time.
- The position is responsible and accountable for the standard of service and information provided to customers and the efficiency with which enquires are attended.
- The position is responsible and accountable for the accurate receipting of monies.

Judgement and Decision Making

Judgement and decision-making skills required for the role include:

- The position must be able to make minor day to day decisions within the parameters of the defined policies, procedures and guidelines determined for the operation of Council's services.
- The position must be able to direct enquiries to appropriate persons and should seek additional guidance and advice from more senior staff should issues arise in respect to matters that are outside the determined guidelines and procedures.

Specialist Skills & Knowledge

The skills and knowledge required to perform the duties of the position include:

- Understanding of the importance of providing a high level of service coupled with the ability to identify areas of change and drive improvement.
- The position is required to have problem solving skills and discretion and confidentiality when handling customer requests and information.
- Highly developed understanding of and commitment to excellence in customer service principles and practices
- A demonstrated intermediate level of skills using the Microsoft Office suite of computer programs.
- The position must have skills in understanding the operation of computer information systems and other office equipment.

Management Skills

The required management skills include:

- The position requires skills in managing time, setting priorities and planning and organising one's work.
- Be a solution-based problem solver who takes responsibility for actions, accountable and responsible for their own work performance.
- Work without direct supervision and use initiative
- Respond quickly to new situations, drawing where possible on knowledge, precedent and/or experience
- The position requires an ability to resolve minor problems and effectively handle customer complaints as required.

Interpersonal Skills

Interpersonal skills include:

- The position requires excellent skills in customer service with an ability to portray an excellent corporate image on behalf of Council and to ensure that all customers are dealt with in the most efficient and effective manner.
- The ability to work effectively as part of a team and time management skills to achieve deadlines.
- Demonstrated flexibility, team commitment, enthusiasm and a "can do" attitude
- The position requires an ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of a range of activities.
- The ability to display initiative and work with minimal supervision

ACCEPTED for and on behalf of the **EMPLOYEE**

[acceptance_status]

Acceptance of Employee

[candidate_name]

Name of Employee

[acceptance_date]

Date