



Position Description – Team Leader Customer Service

Position:	Customer Service Team Leader
Band:	Band 5
Position Number:	9953
Business Unit:	Customer and information Services
Directorate:	CEO

Name of Occupant	Vacant
Date Approved	April 2019
Approved By	Chief Information Officer

Position Objective

- The Customer Service Team Leader position is responsible for providing quality and efficient Customer Experience to the Baw Baw community through the daily management of a dedicated team.
- To consistently identify and make improvements to the customer experience by training, monitoring and coaching new and existing employees within the Community Information and Service team.
- To model Council's Customer Service behaviours and ensure that our customers receive a positive experience through all channels including (but not limited to):
 - Our Service Centre's;
 - Telephone;
 - Social media channels including Facebook and Twitter; and
 - Live chat.

Key Responsibility Areas

The following are the key responsibility areas for the position: –

- Provides daily direction and communication to employees so that customer service interactions are managed in a timely, efficient and knowledgeable manner.
- To facilitate solutions and make decisions based on an understanding of the relevant issues, information and logical assumptions.
- To support the Manager – Customer Service in building and maintaining a unified and committed team through ongoing assistance in team meetings, one on ones and conducting regular performance review and development discussions

- Create an environment oriented to trust, open communication, creative thinking and cohesive team effort, adopting a collaborative and flexible approach to problem solving and information sharing.
- Ensures employees have appropriate training and other resources to perform their jobs.
- Monitor customer requests for service ensuring they are entered into Council's tracking system (CRM), and allocated to the appropriate officers for action at time of service, offering the complainant a reference number for service. Tracking and reporting monthly statistics and support teams that are not meeting timelines.

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

Organisational Relationships

Reports to:	Manager Customer Service
Supervises:	Customer Service Officers
Internal Liaisons:	All staff, contractors and councillors
External Liaisons:	Customers, residents, visitors and after-hours telephony provider.

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
- A certificate in Customer Contact and/or extensive experience in providing customer service to members of the public.
- A solid understanding of Microsoft programs, including but not limited to Excel, Outlook and Word.

- 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.
- Experience in leading a team of front-line customer service team.

Key Selection Criteria

- Qualifications and experience as outlined above.
- Extensive experience in customer service and administration including rostering.
- Well-developed communication skills (both verbal and written)
- Strong interpersonal skills and ability to relate with people of all ages and levels.
- Extensive experience in customer service and administration including rostering.
- Advanced computer skills.

Accountability and Extent of Authority

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

- The position is required to perform duties and provide accurate information to members of the public, while ensuring it is in accordance with Council's operating procedures, policies and other guidelines that are in place.
- The freedom to act is set by clear objectives and/or budgets, frequent consultation and regular reporting
- The ability to manage routine staffing issues.

Judgement and Decision Making

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

- The position will operate within the parameters of the defined policies, procedures and guidelines determined for the operation of Council's services and facilities.
- Ability to work unsupervised, analyse situations and independently make decisions, and guide other staff members to relevant policies and procedures.
- Guidance and advice are usually available within the time required to make a choice.
- Ability to interpret a customer's needs and provide the appropriate information requested or redirect to the responsible officer

Specialist Skills & Knowledge

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

- The position is required to understand the Council's policies and procedures associated with customer service in order to answer enquiries and meet customer needs in relation to information about Council services and facilities.
- A demonstrated advanced level of skills using the Microsoft Office suite of programs.

- A demonstrated understanding the operation of telephone systems, computer information systems and other office equipment.
- Demonstrated skills and knowledge in correct cash handling procedures and online receipting.
- To provide ongoing support in the use of Customer Request Management System.
- An ability to develop and document clear procedures to ensure consistent and efficient customer service processes.
- An understanding of the long-term goals of the team and the alignment with the Council Plan.
- A broad organisational knowledge and understanding of Council and community issues.

Management Skills

The required management skills include:

- The ability to lead, motivate, provide on the job training and guidance to the Community Information staff.
- Skills in managing time, setting priorities and planning and organising one's work within the resources available and within a set timeframe.
- Ability to assist others by providing guidance and advice to others regarding customer service and community information issues.
- Be a solutions-based problem solver who takes responsibility for actions, accountable and responsible for their own work performance.

Interpersonal Skills

- The ability to gain co-operation and assistance from customers and colleagues.
- Demonstrated flexibility, team commitment, enthusiasm and a "can do" attitude.
- Ability to develop internal and external correspondence and run reports as required

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

[acceptance_status]

Acceptance of Employee

[candidate_name]

Name of Employee

[acceptance_date]

Date

