



Position Description

POSITION	Customer Service Officer
SECTION	Governance & Corporate Services
DEPARTMENT	Corporate Services
POSITION NO.	Full Time Positions BCC714,BCC716,BCC717,BCC719, BCC720,BCC721,BCC722,BCC723, BCC725, BCC728,BCC729,BCC730,BCC732, BCC735,BCC736 Part Time Positions BCC724,BCC718,BCC1675,BCC1676,BCC1677, BCC1678,BCC1679,BCC1680 and BCC1681 (20 hours per week) BCC715, BCC726, BCC727 and BCC734 (28 hours per week) BCC737 (32 hours per week)
POSITION TYPE	Full-time and Part-time
REPORTS TO	BCIC Coordinator
DIRECT REPORTS	No
POSITION GRADE	Band 2 Level 1 Salary System Grade 6
APPROVAL LIMIT	\$0
RELEASE LIMIT	\$0
DATE	November 2018

POSITION PURPOSE:

- Provide a total customer service for people seeking any of Council's products and/or services by evaluating customer needs and determine the best course of action to resolve issues as they arise and projecting a positive image of the Council
- Act in accordance with the *New South Wales Work Health Safety Act 2011*, *Work Health Safety Regulation 2017* and the Work Health and Safety Management (WHS) System.

QUALIFICATIONS AND EXPERIENCE:

Essential:

- Minimum School Certificate, with preference for applicants who have completed a Certificate of Attainment in a related customer service course
- Demonstrated Customer service experience in either telephone or face to face enquiries in a high volume area

- Experience in PC applications.

Desirable:

- Previous experience in Local Government.

AUTHORITY:

- The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities. The incumbent's authority is subject to any limitation imposed by the Management Team, Corporate Policies, Procedures and Work Instructions.

KEY ACCOUNTABILITIES:

- Provide quality service to all customers in person and over the telephone
- Maintaining an up-to-date working knowledge of Council's services, products and activities
- Enhancement of customer satisfaction through consistent responsive and polite handling of enquiries, requests, actions and complaints
- Representing the Council in a positive way and enhancing the customer focussed image of the organisation through polite, friendly and efficient behaviour
- Project a professional and positive image of Council
- Demonstrate appropriate knowledge of, and commitment to, equal opportunity principles and anti-discrimination law in the workplace

Work Health and Safety (WHS):

- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law (HVNL) and Regulations*, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid

Working with Children Check, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your Supervisor immediately

- WHS001- Matrix is attached.

Corporate:

- To commit to and embrace the objectives of Our Blacktown City 2036. Contributing within Council's staffing structure and program of works to deliver our corporate objectives and strategic vision.

Equal Employment Opportunity (EEO):

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental Sustainability:

- Act in accordance with the Protection of the Environment Operations Act 1997, the New South Wales Local Government Act 1993 and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

DUTIES:

- Participate in the development of Customer Service policies and procedures
- Identify problem areas of service delivery across Council and provide feedback to the BCIC Coordinator on barriers to achieving standards of service
- Work as a responsive and effective link between customers and the Departments
- Answer all telephone calls by giving the name of the work area and your first name in a polite and professional manner
- Endeavour to answer all telephone calls within four rings
- Deal with complaints and enquiries on all Council's operations
- Be sensitive to the language difficulties experienced by callers from non-English speaking backgrounds and to seek the assistance of a language aide staff member or interpreter service, where necessary
- Liaise with both internal and external callers in the same manner – providing superior quality customer service
- Determine the completeness and correctness of Building and Development Applications and calculate and process appropriate fees

- Accept and be responsible for incoming payments, applications and information at the counter and recording as appropriate in Council's computer systems
- Perform cashiering duties, which include receipt issue and balancing of cash float
- Ensure that all enquiries of an advanced technical nature are promptly referred to the duty officer of the section to which the enquiries are directed
- Maintain a working knowledge of technical aids, e.g. maps, plans, computer systems, which are required to satisfy enquiries
- Sell and Provide support information to the purchases of Council products
- Meet all the clerical and administrative responsibilities of Council's Customer Service Unit as required by the BCIC Coordinator
- Undertake appropriate clerical tasks when requested by the BCIC Coordinator
- Provide relief and assistance in other areas of the Customer Service Unit as required.

PERFORMANCE CRITERIA:

- As per Council's Performance Management System.

Employee Name (PRINT):

Employee Sighted and Agreed:

Date:

Supervisor Name (PRINT):

Authorised by Supervisor:

Date:
