

# Position description

## Team Leader Customer Experience

### Summary information

<b>Section</b>	<b>Business Technology</b>	<b>Directorate</b>	<b>Corporate Services</b>
<b>Position grade</b>	<b>Band 2 Level 2 Grade 12</b>	<b>Position type</b>	<b>Permanent, full-time</b>
<b>Reports to</b>	<b>Coordinator Customer Experience</b>	<b>Direct reports</b>	<b>Yes</b>
<b>Approval limit</b>	<b>\$25,000</b>	<b>Release limit</b>	<b>\$0</b>
<b>Created/reviewed</b>	<b>August 2020</b>	<b>BCC numbers</b>	<b>BCC738 and BCC739</b>

## 1 Position purpose

- Operational leadership of the Customer Experience Operators in the Blacktown City Information Centre (BCIC)
- Provide support to the Coordinator Customer Experience and Business Technology Team to deliver quality customer service for internal and external customers
- Act in accordance with the *New South Wales Work Health and Safety Act 2011*, *Work Health and Safety Regulation 2017* and the Work Health and Safety Management (WHS) System to ensure a safe place of work.

## 2 Qualifications and experience

### Essential

- Certificate IV in customer service, local government, business administration or a related field
- Experience in managing and monitoring a team in a call centre environment
- Solid customer service experience in either telephone or face to face enquiries in a high volume area
- Experience in Call Centre operations including complaint management handling experience
- Excellent written and oral communication skills and the ability to coach in a team environment
- Demonstrated ability to work in and contribute to a team environment whilst working with minimal supervision
- High level cash handling experience.

### Desirable

- Demonstrated knowledge of local government activities and responsibilities
- Experience in Technology One, TRIM and SharePoint applications.

## 3 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, organisational policies, procedures and work instructions.

## 4 Key accountabilities

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### Position specific

- Promote a culture of customer service throughout Council
- Timely and courteous delivery of customer service across all Council functions to both internal and external customers through telephone, over the counter, internet and written enquiries
- Maintain an up to date working knowledge of Council's services, products and activities, including advising customer service officers regarding any changes in Council's activities and services
- Ability to ensure effective team work in a group setting
- Accurate and timely maintenance of Council records using computer based information systems
- Have knowledge of and adhere to all cash handling procedures
- Implement, monitor and review processes and procedures for customer service activities
- Maintain documentation and update procedures for distribution to customer service officers
- Build relationships and trust across all units and stakeholders within the organisation
- Provide ongoing training to Customer Experience staff
- Identify knowledge gaps and provide training within these areas
- Assist the Coordinator Customer Experience with monitoring Key Performance Indicators (KPIs), including developing and delivering action plans for service improvement or issue resolution
- Represent the Council in a positive way and enhancing the customer focussed image of the organisation through polite, friendly and efficient behaviour
- Propose and enact strategy to improve the customer experience
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
  - familiarise yourself with our Volunteers policy and standard
  - implement the policy and follow this Managing Volunteers standard in a consistent and fair manner
  - undertake training needed to effectively coordinate volunteers
  - allocate sufficient time to volunteer coordination.

### 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 fulfill 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 number, 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 Manager 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.

## 5 Duties

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- Supervise the Customer Experience team and provide them operational day to day management support
- Demonstrate interpersonal and people management skills in the supervision of the Customer Experience team
- Monitor foyer displays and foyer security
- Provide front-line supervisory leadership to Customer Experience staff if customers make a 'verbal' complaint
- Develop and maintain procedures in conjunction with Coordinator Customer Experience to improve the level of customer service to both internal and external customers
- Identify problem areas of service delivery across Council and develop processes to resolve issues and provide a report to the Coordinator Customer Experience on suggested improvements to achieve the required KPIs
- Administer the Request Management System
- Monitor hall bookings and payments
- Manage the After Hours Call Out Service portal
- Arrange support for Customer Experience staff who are sick or on leave to maintain appropriate staffing levels
- Work as a responsive and effective link between customers and the departments
- Develop and implement induction and ongoing training programs for Customer Experience staff in relation to call centre, counter, cashier and business support services, including the effective use of appropriate technologies
- Coach and mentor Customer Experience staff
- Develop a good knowledge of policies relating to Council activities and services and communicate to staff, internal stakeholders and customers
- Assist with periodic audits of transactions and activities in relation to the call centre, counter, cashiers and business support services in adherence with organisational and team policies and procedures
- Deal with complaints and enquiries on all Council's operations

- Liaise with both internal and external callers in the same manner, providing superior quality customer service
- Accept and be responsible for incoming payments, applications and information at the counter and recording as appropriate in Council's computer systems
- Perform supervisory cashiering duties, which includes close of day receipting and balancing of cash float
- Ensure that all enquiries of an advanced technical nature are promptly referred to the duty officer
- Maintain a working knowledge of technical aids e.g. maps, plans and computer systems which are required to satisfy enquiries
- Monitor updates to fees and charges
- Sell and provide information that compliments the purchase of Council products
- Oversee all the clerical and administrative responsibilities of Council's Customer Service area
- Volunteer management duties if applicable
- Other duties as directed consistent with the operations of Council.

## 6 Performance criteria

As per Council's performance management system.

### Acknowledgement and agreement

<b>Employee</b>	<b>Name</b>		
	<b>Signature</b>		<b>Date</b>
<b>Supervisor</b>	<b>Name</b>		
	<b>Signature</b>		<b>Date</b>