



Position Description

Position Summary

Position Title:	Team Leader Customer Service
Position Status:	Permanent, full time
Reports to:	Manager Communications and Customer Service
Location:	Administration Building Cnr Tamar and Cherry Streets, Ballina
Applicable Grade:	Grade 12

Position Objective

- To contribute to and actively promote the efficient and effective operation and continuous improvement of Council's customer service operations including front counter and administrative functions.
- To coordinate and supervise resources and activities to ensure appropriate staffing levels are maintained.
- To deliver high quality, effective and courteous service to members of the public while maintaining an excellent public image.
- To receipt and reconcile cash, cheque and card payments and respond to general Council enquiries.

Organisational Relationships

Within Department:	Director Corporate and Community Manager Communications and Customer Service Customer Service Officers Customer Service and Administration Officers Communications and Customer Service staff	
Within Council:	General Manager Councillors	All Council employees
External to Council:	Members of the public Rate payers	Local businesses

Key Duties and Responsibilities

Key duties of the position include, but are not limited to, the following:

Customer Service

- Promote a positive image for Council through efficient and effective responses to public enquiries at the counter, over the phone and on site concerning general enquiries.
- Provide professional and timely advice to management, staff and the public with respect to customer service matters.
- Work in cooperation with employees to staff customer service desks.
- Assist the Manager Communications in the development and implementation of internal and external customer service programs and policies to assist in the continuous improvement goals of the organisation.
- Interpret and apply technical concepts and practices to resolve formal complaints, problems and explain policy.
- Attend to telephone, email and counter enquiries from internal and external customers in a prompt, professional and courteous manner.
- Provide professional and timely advice to management, staff and the public with respect to position-related matters.
- Undertake general administrative duties associated with position.
- Register customer complaints to appropriate workflow via Council's electronic document management system.
- Receipt and reconcile various payments (eg rates, development application fees, tickets, sundry debtors, trust deposits and ranger collections).
- Accurately maintain relevant databases and records.
- All other related duties as directed.

Staff Supervision

- Develop rosters to ensure efficient staffing in consultation with the Manager and Customer Service Officers.
- Develop plans to increase the effectiveness and efficiency of Council's customer service operations.
- Ensure staff are inducted into Council policies and procedures.
- Assist in supervising and working with staff to ensure efficient and safe work practices and that the appropriate documentation is completed.
- Ensure all work is undertaken in accordance with Council policies and procedures.
- Facilitate on-the-job training for customer service staff and administrative assistants.
- Use knowledge to keep other staff up to date with customer service and administration related matters.
- Assist in facilitating the development of team goals and priorities and maintaining team harmony.
- Assist Manager in the assessment of staff performance and training requirements.

Written Communication

- Prepare professional correspondence and reports in accordance with Council's customer service and communication guidelines.
- Prepare clear and concise reports to Council and relevant governing bodies on issues as they relate to this position.
- Prepare material for use by the public that clearly and succinctly explains Council policies.
- Contribute to the development of Council policies that reflect the culture, values and objectives of the organisation.

Financial Management

- Assist in the preparation of customer service budgets in conjunction with Manager.
- Assist in administration of budgets assigned customer service purposes.

Teamwork

- Participate as a positive team member and contribute to the achievement of team goals and objectives.

Continual Improvement

- Contribute to process, systems and procedures improvements that deliver quality services and projects.

Key Outcomes and Performance Standards

The below key outcomes and performance standards are required by all staff. They are to be demonstrated each and every year to enable eligibility for assessment of pay progression.

The performance standards must occur within the context of Council's community and work environment, including day to day operations, policies and procedures.

Key Outcome	Performance Standard
<i>Follow defined WHS procedures</i>	<ul style="list-style-type: none"> • Workplace procedures and instructions for controlling risks are followed accurately. • Hazards in the work area are recognised and reported to the immediate supervisor. • Reports on accidents and incidents are provided to the immediate supervisor in accordance with Council requirements. • Assist others in the work team with implementing risk management policies and procedures.
<i>Provide service to customers</i>	<ul style="list-style-type: none"> • Handles requests for action or information using Council's protocol and procedures. • Responds accurately to verbal enquiries from the community about specific work area and functions. • Carries out all processes within the agreed Council timeframes.
<i>Work effectively within and for Ballina Shire Council</i>	<ul style="list-style-type: none"> • Duties are performed in accordance with Council administrative and people and culture policies such as timekeeping, records management, WHS and EEO. • Own work is monitored and improved, according to requirements for job quality, customer service. • Requests for assistance from other staff or the public are responded to promptly and appropriately. • Effectively contribute to change processes and other ideas in a constructive and productive way.
<i>Work with others in Council</i>	<ul style="list-style-type: none"> • Duties are undertaken in a manner that promotes cooperation and good relationships within Council. • Work information is shared with co-workers to ensure designated work goals are met. • Communication with others is conducted in a clear and concise manner and focused on the best way to achieve work objectives. • The principles and intent of Equal Employment Opportunity (EEO) are observed and implemented.
<i>Communicate effectively in the workplace</i>	<ul style="list-style-type: none"> • Participation with work group and other teams is supportive, efficient and effective, with the primary goal of helping achieve Council's objectives. • Participation in work meetings is consistent with purpose of meeting and meeting conventions understood and observed. • Information, instructions and decisions are understood and adhered to. • Provide concise, relevant work information in response to supervisor requests within designated timeframes.
<i>Follow defined ethical guidelines from Council, including its Code of Conduct and uphold Council values</i>	<ul style="list-style-type: none"> • Understanding and day to day implementation of Council's Code of Conduct and Public Interest Disclosures Act. • Any potential conflicts of interest are reported immediately to the relevant Council officer. • Support is given to other staff who may wish to report any potential conflicts of interest. • Understand and comply with Fraud and Corruption Policy and Plan.

Selection Criteria

The following essential and desirable criteria must be addressed as part of your application. Applications that do not address these criteria will not be considered.

Essential

Applicants must meet the following criteria:

- Behaviour that positively demonstrates Council's values of: creative, accessible, respect, energetic and safe.
- Relevant qualifications and proven experience within the customer service industry.
- Demonstrated experience in the supervision of staff.
- Proven well developed communication skills, both oral and written.
- Experience in development of customer service improvement programs.
- Proficient in the use of Microsoft Office package, namely Word, Excel and Outlook.
- Demonstrated excellent customer service skills, both face-to-face and over the telephone.
- Proven ability to work unsupervised, with solid time management and organisational skills.
- Willingness to undergo a criminal history check.
- Class C driver licence with a good and safe driving record.
- Knowledge and understanding of the principles and practices of equal employment opportunity and work health and safety and an ability to apply them to work practices.

Desirable

The following criteria are considered important and demonstrated capacity to satisfy them will be highly regarded:

- Certificate IV in Leadership and Management or equivalent, or willingness to complete.
- Justice of the Peace or willingness and ability to obtain.
- Experience in financial management, budgeting and cash management.
- Previous Local Government experience.
- Previous experience with Authority and Content Manager (CM) software programs.

Information Package

Team Leader Customer Service

APPLICATIONS CLOSE: Monday 25 October 2021

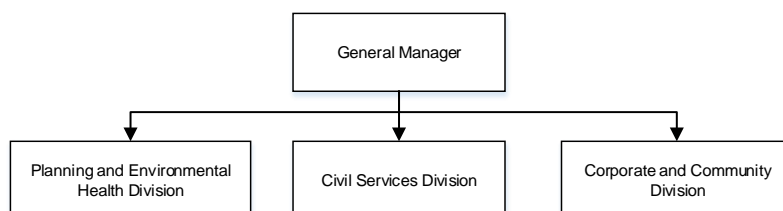
Position Overview

Reporting to the Manager Communications and Customer Service, this position is responsible for supervising and contributing to the efficient operation of Council's customer service operations. You will ensure that resources are appropriately allocated to provide a courteous and effective service to members of the public visiting Council's Administration Centre while maintaining an excellent public image for Council. Leading by example, you will be involved in daily receipting and reconciling of cash, cheque and card payments, as well as actively contributing to team development and managing all supervisory functions associated with the role.

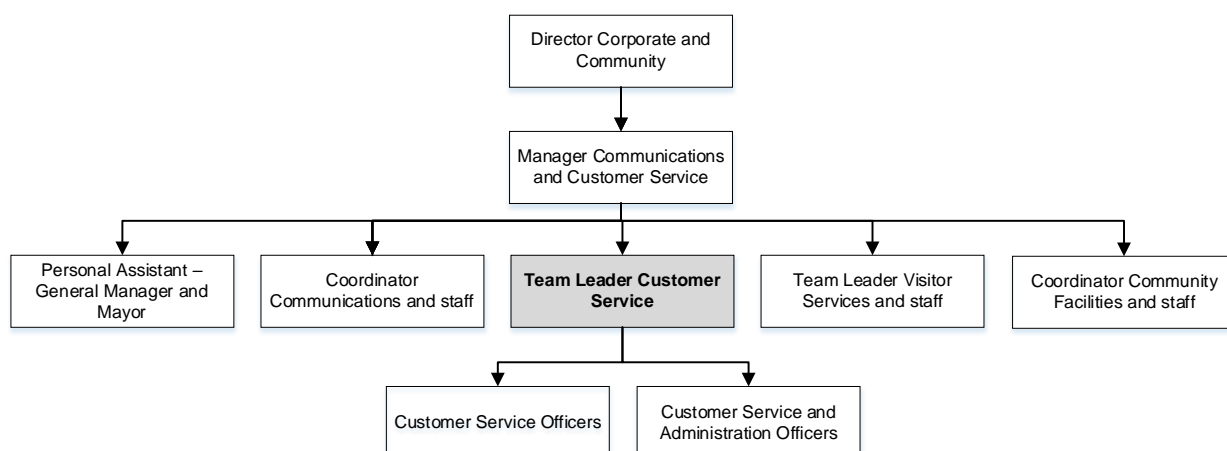
A key focus of the position will be to work with the section manager to ensure continuous improvement of customer service delivery across the organisation

Structure

Corporate Structure



Section Structure



Corporate Vision and Values

It is considered highly important that the vision and values of Council's employees align with that of Council. It is therefore paramount that the successful candidate for this position demonstrates qualities that will assist Council in achieving the following:

Vision: The Ballina Shire is safe, with a connected community, a healthy environment and a thriving economy.

Community Values: Creative | Accessible | Respect | Energetic | Safe

Pre-employment Assessments

Prior to being appointed to the position of Team Leader Customer Service, short-listed candidates will need to successfully complete the following pre-employment assessments:

- Pre-Employment Medical self assessment – the completion of Council's Pre-employment Medical Self Assessment form to assess overall health and well-being to determine suitability to the duties of the position. Council will then determine the requirement for a medical assessment undertaken by a general practitioner.
- Criminal history check.

Remuneration Package

Conditions of employment will be in accordance with the terms and conditions pursuant to the Local Government (State) Award. The position of Team Leader Customer Service is assessed at Grade 12 providing a salary range of \$70,200 to \$80,600 (plus superannuation), dependent upon experience, skills and qualifications.

In addition, Council employees have access to a range of other benefits including educational assistance initiatives, a very attractive training support program and a subsidised non-compulsory uniform.

Application Requirements

Applicants must submit documentation addressing the selection criteria for the position. The essential and desirable criteria for the position of Team Leader Customer Service are listed in the Position Description. Applications that do not address these criteria will not be considered. In addition, a resume and cover letter with the following details needs to be provided:

- Relevant education and qualifications (interviewed candidates will need to produce original qualifications at time of interview)
- Relevant work experience
- Contact details of at least two professional referees, including your current employer.

Submission of Application

Applications can be submitted on-line via the following link:

http://www.ballina.nsw.gov.au/cp_themes/default/jobs.asp

Recruitment Process

Council's recruitment process is conducted according to strict confidentiality and equal employment opportunity standards. It is Council's aim to complete the recruitment process and notify candidates of an outcome within four weeks of the closing date, however this timeframe can be extended due to unforeseen circumstances. As a guide, the expected timeframe for the recruitment process for Team Leader Customer Service is as follows:

Closing date:	Monday 25 October 2021
Interview date:	Week commencing 8 November 2021
Candidates notified of outcome:	Week commencing 15 November 2021

For further information on this recruitment process, please contact Council's People and Culture section on 02 6686 1443.