

Position Description: Customer Contact Officer

PRIMARY ROLE STATEMENT

Our purpose is to provide valuable services that strengthen and support the Cumberland Community.

Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

This position is responsible for providing a high quality, efficient and positive end to end experience outcome for both internal and external customers across multiple Council sites and touchpoints.

To contribute to a customer experience orientated culture with the team and Council through excellence in customer service.

KEY DUTIES AND RESPONSIBILITIES

- Providing front line customer service to external and internal customers over the telephone, in person, writing and online including the provision of information, processing applications and requests for service, production of certificates and cashiering.
- Maintaining current knowledge of the Council's products, services and activities.
- Providing the primary link between the Council's service units and their customers Identifying and implementing service enhancement strategies and improvements to the Manager Customer Experience
- Ability to work across all current and future Council Service Centres.
- Recording statistical information regarding types of enquiries received and referrals to other Council officers.
- Providing first level support for complex or difficult enquiries and dispute resolution
- Keeping the foyer, counter and contact centre tidy and fully stocked with current brochures and application forms
- Working flexibly within a team environment, including coaching and assisting less experienced staff
- Maintaining and enhancing the Council's corporate image in accordance with Council's values
- Attend work fit for duty and well presented
- Process monetary transactions including receipting, balancing, refunds and banking
- Participating in regular team meetings including identifying and rectifying procedural problems.
- These meetings may also be scheduled out of business hours

Child Safe Organisation

Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices.

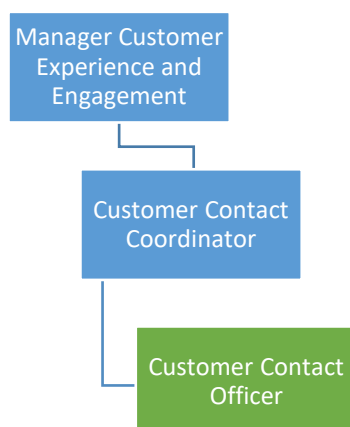
Fraud & Corruption Prevention

Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to Council's Internal Ombudsman in the first instance, who will notify the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.

Work Health & Safety

In accordance with Council's WHS policy 2018, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have agreed to work to this policy.

ORGANISATION STRUCTURE



ABILITIES, QUALIFICATIONS, EXPERIENCE

Essential

- Relevant tertiary qualifications or demonstrated extensive related experience
- Eligible as a Justice of the Peace.
- Ability to perform all functions across multiple work sites. Including but not limited to, Auburn and Merrylands Service centres and Berala and Wenworthville Community Centres.



We are **determined**
to succeed



We are **inclusive**
in our approach



We are **progressive**
in our outlook

- Proven experience in the delivery of excellent customer service and in exceeding customer expectations across a variety of contact channels, including phone and front counter and remote sites.
- Proven written and oral communication and interpersonal skills, including the preparation of regular reports, submissions and correspondence.
- Experience with the handling of general technical or more complex enquiries including Development Assessment, rates and developing and upskilling staff to handle as appropriate
- Highly developed organisational and time management skills
- Demonstrated ability to effectively resolve conflict and negotiate solutions
- Extensive experience in processing applications and requests for service, production of certificates and cashing including end of day reconciliation and processing
- Flexibility to work as part of a roster to both lead staff and carry out duties on the counter, call centre, electronic customer service and administration
- Ability to monitor work volumes, report new or emerging issues or trends and recommend changes
- Demonstrated experience in administering a Customer Relationship Management System
- Demonstrated experience in implementing new customer service initiatives and service improvements to enhance the end user customer experience.
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Desirable

- Previous Local Government Experience

Employment Screening Required

- ☐ Qualifications verification

Classification/Grade/Band/Level	8
Job Function Group:	Professional
Reports to:	Customer Contact Coordinator
Staff Reporting Responsibilities:	Nil
Budget Responsibility:	Nil

Date:

Agreed:



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Employee name

Employee signature



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