

POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Customer Contact Team Leader		
Position Number:		Standard Position Hours:	35 Hours
Directorate:	Planning and Environment	Unit:	Business Support and Customer Relations
Salary Grade:	8	Award Band and Level:	Band 2 Level 3
Position Reports to:	Business Support and Customer Relations Manager		
Staff Management:	5		
Budget Responsibility:	\$709,600		
Date Created:	3 April 2018	Date Last Reviewed:	3 April 2018
Version:	1	Document Number:	DOC2018/025007

ORGANISATIONAL ENVIRONMENT

Cessnock City Council employs approximately 280 employees and is responsible for a local government area of approximately 1,950 square kilometres within the Hunter Valley of New South Wales, approximately 120 kilometres north of Sydney and 40 kilometres west of Newcastle.

Cessnock City Council provides a diverse range of services and facilities for the residents and visitors of the local government area. Cessnock City Council comprises of 3 Directorates;

- Works and Infrastructure
- Planning and Environment
- Corporate and Community Services

ORGANISATIONAL CONTEXT OF POSITION

The Planning and Environment Directorate manages services associated with the following functions within Cessnock City Council:

- Business Support & Customer Relations
- Development Services
- Health & Building
- Strategic Planning

The Business Support & Customer Relations business unit is responsible for providing high-level customer service to the Cessnock Community and administrative functions for the Planning and Environment directorate.

WORKPLACE HEALTH & SAFETY

The Responsibilities, Authorities and Accountabilities (RAA's) applicable to this position is Level 4.

For specific WHS Responsibilities, Authorities and Accountabilities applicable to this position, refer to the WHS RAA Handbook.

The person accepting this position is required to read and comply with the RAA's applicable to this position.

PRIMARY OBJECTIVE

The primary objectives of this position are to;

- Provide motivational leadership to coach, support and develop individual potential and growth.
- Inspire cohesive customer contact to encourage positive relationships and focus on common goals.
- Portray a positive corporate image of Council as a friendly and professional organisation.
- Provide support to the Business Support and Customer Relations Manager

KEY ACCOUNTABILITIES

1. Supervise and lead the Customer Contact team
 - Provide support, training and mentoring to staff.
 - Promote a culture of positive change, trust and teamwork.
 - Ensure the staff are informed of organisational issues, policy and procedural requirements and best practice delivery guidelines.
 - Review, provide feedback and manage the performance of the team (including competencies and performance development plans)
2. Manage the daily operation of the Customer Contact team
 - Receive and resolve requests & service complaints and escalate complaints and/or issues as appropriate
 - Oversee contact centre operations
 - Authorise expenditure on goods and services.
 - Induction Training
 - Call coaching, mentoring and people development through call listening, providing quality feedback
 - Review service standards with key stakeholders to ensure services provided meet customer (internal and external) expectations
3. Deliver on customer service commitments to Council's external customers as outlined in Council's Customer Service Charter by providing quality service that is professional, efficient and effective.
4. Ensure the provision of quality customer service for internal Customers by fostering relationships to exceed expectations by developing and implementing strategies to improve the level of service provided.
5. Work in conjunction with the Business Support and Customer Relations Manager and Customer Relations Team Leader to review and implement the Customer Service Strategy actions and Customer Service Charter.
6. Manage and review corporate systems relevant to Customer Contact Centre including; EngHouse, Skype for Business, Knowledge Management System, Live Chat and After hours services.
7. Provide strategic direction, monitor and report on the team objectives for Councils Corporate Plan and Customer Relations Unit Plan.
8. Assist with preparing and monitor the budget for the Customer Contact team.
9. Ensure policies and procedures related to the Customer Contact team are continuously maintained and reflect industry standards.
10. Monitor and report on Key Performance Indicators (KPIs) and evaluate performance standards for Councils Customer Contact Team as well as benchmark with other NSW Councils.
11. Prepare reports for each business unit in relation to Customer Request (CRM) and Customer Contact.
12. Work effectively in conjunction with the Customer Relations Team Leader and Business Improvement Specialist to deliver continuous improvement opportunities promoting innovation, contemporary concepts and excellence achieving Industry standards.

13. Any other accountabilities or duties as directed which are within the employee's skills, competence and training.

POSITION SELECTION CRITERIA**Essential**

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| 1. | Tertiary qualifications (minimum level diploma) in Business Administration, Information Technology, Management or other relevant discipline, or extensive relevant experience in a similar role. |
| 2. | Contemporary knowledge of call centre operations and a minimum of 5 year experience in a customer service environment delivering high quality and multichannel customer services. |
| 3. | Demonstrated leadership experience in a supervisory position, including the ability to effectively lead, inspire teamwork and manage the performance of a team. |
| 4. | Outstanding customer service, communication skills and interpersonal skills including the ability to build effective working relationships with people at all levels of the organisation. |
| 5. | Proven highly developed negotiation and conflict resolution skills. |
| 6. | Highly developed problem solving skills, including the ability to research, critically analyse issues, see the big picture, use initiative and provide appropriate solutions. |
| 7. | Excellent organisational and time management skills with demonstrated ability to meet deadlines and establish work priorities. |
| 8. | Demonstrated ability to influence change, and encourage key stakeholders to achieve innovation and continuous improvement. |
| 9. | Solid understanding and experience in statistical reporting and budgeting. |
| 10. | Proficient in Call Centre systems, equipment and monitoring. |
| 11. | Demonstrated solid experience in the use of Microsoft Office, Corporate IT systems, Customer Request Systems and Records Management Systems. |

Highly Desirable

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| 1. | Demonstrated experience in a Local Government Environment. |
| 2. | Demonstrated ability to interpret legislation and policy for application in Local Government. |
| 3. | Current Class C Driver's Licence. |

SIGNATURE**Employee****Full Name:****Signature:****Date:**