

POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Customer Service Officer		
Position Number:	95	Standard Position Hours:	35 Hours
Directorate:	Planning and Environment	Unit:	Business Support and Customer Relations
Salary Grade:	4	Award Band and Level:	Band 2 Level 1
Position Reports to:	Customer Relations Team Leader / Customer Contact Team Leader		
Staff Management:	Nil		
Budget Responsibility:	Nil		
Date Created:	1 August 2011	Date Last Reviewed:	1 June 2016
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ORGANISATIONAL ENVIRONMENT

Cessnock City Council employs approximately 380 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;

- Development Services
- Health and Building
- Business Support and Customer Relations
- Strategic Land and Environmental Planning

The Business Support and Customer Relations unit is responsible for all business support for the Planning and Environment directorate and the Customer Service for the organisation.

WORKPLACE HEALTH & SAFETY

The Responsibilities, Authorities and Accountabilities (RAA's) applicable to this position is Level 6.

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

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

PRIMARY OBJECTIVE

This position is the frontline customer engagement point contact for Council. The primary objective of this position is to ensure the delivery of high quality customer service to the community and customers of Council and to promote a positive customer service oriented image for Cessnock City Council.

KEY ACCOUNTABILITIES

1. Ensure the delivery of efficient, courteous and effective customer service for all customers of Councils.
2. Provide high quality frontline customer service (front counter and call-centre services) in a positive and professional manner, including;
 - Identifying customer needs and ensuring that the appropriate information is provided in a transparent, open and timely manner.
 - Attending to customers promptly, impartially and courteously.
 - Providing guidance and assistance to telephone and front counter enquiries and ensuring that customer enquiries are promptly directed to the appropriate Council Officers.
 - Ensuring that information provided by the customer is accurately recorded and, where necessary, forwarded as soon as possible to the relevant department for follow-up action.
3. Receive and process monies payable in relation to Council services in accordance with relevant accounting standards and Council's cash handling policies and procedures.
4. Provide relevant information and assistance regarding Council's policies, procedures, activities and services to all customers of Council in a professional, concise and helpful manner.
5. Ensure that all customer requests and/or complaints which are received regarding Council service(s) are processed and managed in accordance with Council's policies and procedures.
6. Ensure that applications to Council (building and development, septic tank installation and management, certificates and licences) are registered and processed in accordance with agreed service standards and Council's policies and procedures.
7. Ensure the effective implementation of Council's Customer Service Strategy.
8. Any other accountabilities or duties as directed which are within the employee's skills, competence and training.

POSITION SELECTION CRITERIA

Essential

1. Certificate III in Customer Service, Office Administration or other related discipline, or demonstrated solid experience in a similar environment.
2. Demonstrated experience in the delivery of effective high level customer service within an administrative environment.
3. Demonstrated high level written and verbal communications skills, interpersonal skills and telephone etiquette including the ability to effectively communicate with a wide range of stakeholders, both internal and external.
4. Demonstrated effective time management skills, with the proven ability to handle multiple activities, prioritise workloads and meet deadlines.
5. Demonstrated problem solving, negotiation and conflict resolution skills.
6. Demonstrated solid computer skills including experience and knowledge in the use of the Microsoft Office Suite.
7. Demonstrated ability to work both independently and in a team, fostering an environment based on teamwork and cooperation.

Highly Desirable

1. Demonstrated experience of working proficiently within a high volume call-centre environment.
2. Demonstrated Local Government experience incorporating a broad knowledge of Council practices and procedures.
3. Demonstrated experience in processing financial transactions including cash handling policies and procedures.
4. Demonstrated experience in Electronic Document Management Systems, computer based Geographic Information Systems, Customer Request Management Systems and proven proficient data entry skills.

SIGNATURE

Employee

Full Name:

Signature:

Date: