

POSITION DESCRIPTION

POSITION DETAILS			
Position Title:	Customer Relations 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 Engagement Team Leader or Customer Contact Team Leader		
Staff Management:	Nil		
Budget Responsibility:	Nil		
Date Created:	1 August 2011	Date Last Reviewed:	16 April 2019
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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;

- Development Services
- Health and Building
- Business Support and Customer Relations
- Strategic 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 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 an effective, responsive, professional service to the community, customers and staff.
- Portray a positive corporate image of Council as a friendly and professional organisation.

KEY ACCOUNTABILITIES

1. Ensure the delivery of efficient, courteous and effective customer service for all customers of Councils.
2. Provide high quality customer service 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 Front Counter and Contact Centre enquiries and ensure that customer enquiries are promptly directed to the appropriate Council Officers.
 - Ensuring that information provided by the customer is accurately recorded.
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 allocated, processed and managed in accordance with Council's service standards, policies and procedures.
6. Undertake administrative tasks in accordance with Council's service standards, policy, protocols and procedures.
7. Commit to the delivery of Council's Customer Service Strategy and Customer Service Charter.
8. 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. | Certificate III in Customer Service, Office Administration, or other related discipline, or demonstrated solid experience in a similar role. |
| 2. | A minimum of 4 years' experience within a frontline high volume customer service environment. |
| 3. | Outstanding customer service, communication 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 sound problem solving, negotiation and conflict resolution skills. |
| 6. | Demonstrated ability to interpret legislation. |
| 7. | Demonstrated experience in processing financial transactions including cash handling policies and procedures. |
| 8. | Demonstrated solid computer skills including experience and knowledge in the use of the Microsoft Office Suite, Electronic Document Management Systems, and Customer Request Management Systems. |

Highly Desirable

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| 1. | Demonstrated experience in a Local Government Environment. |
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SIGNATURE**Employee****Full Name:****Signature:****Date:**