

Role Description

Customer Liaison Officer



Title	Customer Liaison Officer
Classification/Grade/Band	Band 3 / Level 2
Group/Unit/Section	Water and Sewer / Business Performance
Reports to	Community Liaison Manager

Vision

A vibrant organisation doing great things.

Purpose

To provide valuable services that strengthens and supports the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best, Be Positive and Be Safe. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Customer Liaison Officer is responsible for providing expert assistance, information and advice on a range of services to customers of Water and Sewer, play a role in ensuring continuous improvement of service delivery to all customer groups and contribute to an effective, efficient team achieving agreed performance standards in a safe working environment.

The position of Customer Liaison Officer is required to provide quality customer service and create value for the community. This role will be the key face to face contact for customers in supporting customers with interruptions, incidents and complaints.



Key Duties and Responsibilities

- Provide expert assistance, information and advice on a range of services to customers of Water and Sewer;
- Provide support and a direct contact for customers impacted by major projects, environmental incidents and emergency shutdowns (including after hours);
- Ensure internal stakeholders are engaged and informed of planned and current Water and Sewer major projects and explore opportunities for project and engagement efficiencies;
- Play a role in ensuring continuous improvement of service delivery to all customer groups;
- Monitor the views of customers and other stakeholders, and provide feedback to project teams, senior staff and communication and engagement business partners;
- Work closely with Community Liaison Manager and Business Performance Team to support delivery of quality stakeholder and community engagement activities;
- Undertake research into customer data including customer complaints, identify emerging issues, develop evidence-based options, and recommend solutions to resolve problems and mitigate customer and business risks;
- Act as a liaison between business units on projects that have a multi business unit scope and/or impact on the community;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- The Customer Liaison Officer may work away from Council premises and is required to make autonomous decisions usually influenced only by Council policy, the situation and relevant legislative framework. Independent action is required;



- Decisions affect the work and activities of others within the section or from a specific project team;
- The work of the Customer Liaison Officer influences the community within a specified service line through the application of technical skill or application of regulatory requirements;
- The Customer Liaison Officer complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions;
- Has little or no responsibility for budget development;
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Personal Attributes

- Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged;
- Represent the organisation honestly, ethically and professionally and encourage others to do so;
- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;
- Support initiatives that create an environment where diversity is valued.

Interpersonal Skills

- Write fluently in a range of styles and formats and tailor communication to the audience;
- Identify customer service needs, understand customer perspectives and implement responsive solutions.
- Build cooperation and overcome barriers to information sharing and communication across teams/ units;



- Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.

Business Enablers and Technical Skills

- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change;
- Use expertise and seek others assistance to achieve work outcomes;
- Ensure current work plans and activities support and are consistent with organisational change initiatives;
- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence;
- Ensure that actions of self and others are focused on achieving organisational outcomes;
- Take account of financial implications and return on investment when planning financial transactions;
- Support compliance with records, information and knowledge management requirements of the organization;
- Be aware of procurement and contract management risks and actions to mitigate these;
- Evaluate progress and identify improvements for future projects.

Team Work

- Ensure team objectives achieve business outcomes that align with organisational policies;
- Plan and monitor resource allocation effectively to achieve team objectives.



QUALIFICATIONS

Essential

- Degree qualifications in Customer Experience, Service Design, Business Management or related field OR demonstrated solid contemporary experience in a similar role combined with ongoing professional development.
- Current Class C Driver's Licence.

Desirable

- Vocational qualification in data analytics;
- Knowledge of, and experience using, Voice of the Customer programs and technologies to develop customer insights.

EXPERIENCE

- Proven experience in customer service, stakeholder management and community relations in a dynamic and face paced environment, including face to face and electronic communications;
- Demonstrated experience in communicating effectively (both verbally and in writing) and to empathise with customers and staff at all levels;
- Well-developed problem solving, negotiation, comprehension and retention skills and demonstrated ability to handle difficult situations to achieve a mutually beneficial result;
- Highly developed computer and analytical skills including experience with desktop applications and databases and demonstrated experience with CRM software and/or survey software;
- Ability to track, follow-up and follow-through with customer and/or community enquiries;
- Ability to work well in a team environment and contribute positively to the team
- Ability to maintain a high quality of work under pressure.



Key Relationships

Internal	External
Leadership Team	Water and Sewer Customers and broader Community
Unit Managers	Industry representatives and associations
Council employees	Vendors

