

Position Description

Position Title:	Customer Service Officer – Customer Services
Directorate:	City Wide Services
Service Unit:	Customer Services
Salary Point:	8
Position Reports To:	Team Leader
Staff Management:	No
Budget Responsibility:	No
Date PD Reviewed:	June 2018

Organisation Context of Position

The City of Newcastle (CN) employs over 900 staff and is responsible for a local government area of 187km². Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses 5 Directorates:

- Governance
- Strategy and Engagement
- People and Culture
- Infrastructure and Property
- City Wide Services

The purpose of the City Wide Services Directorate is to:

- Ensure CN's range of services and servicing for the community and visitors is consistently maintained at a high level throughout and across CN.
- Facilitate a high level of community connection across and on behalf of CN.
- Ensure services are set at a level that is clearly articulated to the elected CN and which are financially sustainable.
- Set a benchmark for the organisation of exemplary customer service.

The Service Units and Elements that form the City Wide Services Directorate are:

- Art Gallery (Service Element)
- Museum (Service Element)
- Civic Services
- Libraries & Learning
- Customer Services
- Waste Services
- Parks & Recreation

Workplace Health & Safety

WHS RAA Level	Level 6
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For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the

WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.

Position Responsibilities

1. The City of Newcastle, Customer Contact Centre is the primary point of contact for telephone enquiries and face to face contact for customers needing to lodge applications or make requests in relation to the services that Council provides.
2. The primary objectives of the position are to:
 - Deliver quality customer service and project a positive image of Council in a professional and courteous manner
 - Provide accurate information and resolve customer enquiries through various channels, as required / rostered, and refer enquiries through to specialist staff where necessary
 - Work within legislative and policy parameters ensuring service standards and performance objectives are achieved
3. As a first point of contact for customer enquiries, transactions and requests, Customer Service Officers assist members of the public with counter, email and telephone enquiries covering all facets of Council's operations. This is provided through:
 - Communicating accurate information such as Council policies / procedures and resolving conflict, sometimes dealing with customers who may be difficult or demanding, by following Council requirements and managing customer expectations in a courteous, efficient and friendly manner.
 - Assessing and registering applications being lodged to ensure specified information has been supplied, and correct fees calculated including a basic knowledge of legislative requirements in order to assist Council in the assessment of applications.
 - Registering all customers requests, including compliments and complaints, ensuring accurate information is entered into systems in order to provide Council and other agencies with necessary information.
 - Participating in training programs and keeping up to date with policies / procedures and the ability to refer customers to relevant documents.
4. Perform cashiering functions such as accept and receipt cash, cheque and eftpost payments, ensuring monies are allocated to the correct accounts, balance and returned to Financial Accounting within allocated timeframes.
5. Record visitors entering and leaving the City Administration Centre (CAC), ensuring procedures are followed including advice on evacuating the building in an emergency, so that Council can maintain security of the CAC and ensure that no unauthorised persons enter secured areas.
6. Responsible for opening and closing the CAC at the correct times, ensuring the building is secured at the end of the day.
7. Continually seek and explore improvements in systems and processes to achieve improvements in customer service.
8. Be accountable and open to receive regular feedback and coaching and work with Team Leaders to improve performance
9. Perform any other duties or projects which are within the employee's skill, competence and training.

Position Selection Criteria

Essential

1. Certificate III or above Business or Customer-related qualification and/or equivalent experience in a customer service role.
2. Strong communication skills.
3. Ability to solve problems or look for alternatives that satisfy a range of legislative and Council policies and procedures.
4. Sound negotiation and conflict resolution skills, with the aim of a successful outcome in a challenging environment.
5. In a fast-paced environment, high level organisational skills and the ability to prioritise multiple tasks with competing deadlines.
6. Computer literacy through accurate data entry, recording of information and searches in corporate software applications as well as skills in MS Office.
7. Solid experience in processing a variety of payments and end of day reconciliation.
8. Demonstrated ability to work independently and cooperatively in a team environment.

Highly Desirable

1. Knowledge of Local Government's role, functions and responsibilities.
2. Skills in interpreting plans, reading maps and understanding technical issues