

## Position Description

<b>Position title:</b>	<b>Business and Customer Support Team Leader</b>
<b>Directorate:</b>	City Wide Services
<b>Service Unit:</b>	Waste Services
<b>Reports to:</b>	Senior Administration and Office Coordinator
<b>Direct reports:</b>	Yes
<b>Salary point:</b>	11
<b>Work location:</b>	Summerhill Waste Management Centre
<b>Date revised:</b>	October 2020

## What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of ***creating a smart, liveable and sustainable global city***. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

## What's it like working in Waste Services?

The Waste Services Service Unit is committed to providing waste minimisation and recycling solutions and ensuring the long-term sustainability of our waste management operations. The unit manages a variety of key service elements including kerbside collection, public place waste collection, landfill operations, education and engagement, administration and accounts, environmental management and business development. Customer service and responsiveness as well as a team culture that is performance based and promotes continuous improvement are fundamental in delivering on these elements and servicing our community.

## What's the focus of this position?

The Business and Customer Support team is a key link between our customer and our operations team, focused on delivering exceptional customer service by connecting customer requests to seamless operational delivery. The Waste Services Service Unit will take a systematic approach to delivering its services and the Business and Customer Support Team Leader will be an integral part in managing the team at the 'coal face' of this systematic approach to deliver better customer and business outcomes.

The Business and Customer Support Team Leader is a member of the Administration team and works collaboratively with other operational areas of the business to ensure the effective administration of systems

and processes that support Waste Services programs and services with a focus on quality and continuous improvement. Our ultimate aim is to fix issues before the customer is even aware, in an operationally efficient manner.

**What you'll be doing:**

- The primary objectives of the position are to:
  - Come on the journey of integration of end to end data and knowledge of processes to drive integrated customer and business outcomes.
  - Manage QA program in customer contact.
  - Role in IMS – support to business linking admin/customer to support operations.
  - Development of KPIs with management which consider end to end and relate to actual drivers of business and customer performance/outcomes.
  - Manage range of administrative/support functions aiming to connect customer and operations to ensure appropriate resolution of customer issues with an understanding of operational requirements and resources/efficiencies.
  - Develop strategies to ensure continuity of service, forecasting for peaks and troughs and measurement of service levels.
  - Manage the day to day operations of the Business and Customer Support team, including people management, scheduling changes, and dealing with adhoc operational requests as required.
  - Develop team members through regular one-on-one coaching, feedback, counselling and recognition, to deliver productive, high quality customer service.
  - Undertake human resource activities for the team including, but not limited to, recruitment, leave, performance appraisals and performance management.
  - Act as a support and/or escalation point for team members and customers on complex issues.
  - Lead and motivate a team of Business and Customer Support Officers to support the delivery of best practice customer service through effective management of all customer interactions via telephone, email/digital and face-to-face interactions.
  - Deliver quality customer service and project a positive image of City of Newcastle (CN) in a professional and courteous manner.
  - Work within legislative and policy parameters ensuring service standards and performance objectives are achieved.
- Take responsibility for productivity within the operations support and counter functions and achievement of individual, and team, KPIs.
  - Understand, interpret and implement appropriate strategies within the Business and Customer Support Centre ensuring a best for customer, best for business, end to end focus is adopted.
  - Undertake projects as directed, ensuring effective consultation with all key stakeholders.
  - Undertake front line phone, email/digital and counter customer service tasks as needed to support service levels.

- Develop and deliver, in conjunction with the Senior Administration and Office Coordinator, effective training plans for all team members.
- Ensure effective and efficient dissemination of information to team members to ensure accurate provision of information to members of the public.
- Maintain a sound knowledge of all relevant CN corporate systems and provide training and support to the team when changes impact on the team's service delivery.
- Continually seek, explore, and propose improvements in systems and processes to enhance customer service specifically, and (CN's) interactions with the public generally.
- You will be required to carry out other duties or projects that are within the limits of your skills, competence training and/or experience as directed by your Manager, including but not limited to, assisting with daily financial reconciliation processes, triage and review of customer service requests, and monthly quality monitoring of team.

**The essentials you'll need:**

- Certificate IV (or above) in a business or customer related discipline and/or equivalent experience in a customer service supervisory role.
- Extensive experience in leading teams in a high-volume customer service environment.
- Process optimisation, systems and continual improvement experience.
- Experience, and proven ability, to coach and train staff.
- Excellent interpersonal, written and oral communication skills including the ability to negotiate, resolve conflict, and manage change.
- Demonstrated ability to motivate staff members and foster team relationships with a commitment to staff development through training and coaching.
- Strong personal commitment to providing the best possible service to customers, ability to be a role model for customer centricity and a champion for customer issues.
- Experience in working with continual improvement Management Systems including procedures and preparing reports.
- Demonstrated experience in a fast-paced environment, high level organisational skills and the ability to work under pressure and to prioritise multiple tasks with competing deadlines, maintaining a professional demeanour at all times.
- Ability to work a rotating roster to facilitate 364 day operations, including scheduled and un-scheduled overtime, weekend and public holidays as required.
- Ability and willingness to work staggered, non-standard start and finish times between 7:00am – 5:30pm.

**Other valuable skills you may have:**

- Knowledge of the technology used in modern customer service centres, and of emerging trends and issues within the customer service industry.
- Knowledge of an Operational and Call Centre environment.

- Knowledge of Integrated Management Systems, end to end process mapping including understanding quantitative and key cost drivers.
- Experience in rostering of staff and workforce planning.
- Demonstrated ability to interpret statistics and apply business principles.
- Understanding of the Local Government Act and Regulations, fees and charges and the role of CN in the community.

**We'll encourage you along the way**

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

*I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.*

<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	