

Position Description

Position title:	Customer Service Manager
Directorate:	City Wide Services
Service Unit:	Customer Experience
Reports to:	Manager Customer Experience
Direct reports:	3
Salary point:	SP16
Work location:	City Administration Centre, 12 Stewart Avenue, Newcastle West
Date revised:	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 the 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 Customer Experience?

The Customer Experience team is committed to leading a customer centric culture and driving forward the organisation's Customer Experience (CX) Strategy in the pursuit of service excellence for both external and internal customers. Consisting of two streams responsible for service delivery and service improvement functions, we promote a supportive team culture that is performance based and empowers team members to be their best to deliver a quality service experience our customers trust.

The Customer Service Centre (CSC) is the primary point of contact for the community, delivering quality service across phone, digital and face to face channels to support customers with requests and applications in relation to the services that we provide. Working alongside is a team of specialists responsible for supporting service delivery and driving initiatives to improve the customer experience through analysis of customer insights, performance and quality data and the provision of accurate knowledge resources and workforce planning.

What's the focus of this position?

This role is responsible for providing leadership to Team Leaders and Customer Service Officers to ensure best practice delivery of quality frontline services for our internal and external customers. Responsible for the successful management of all aspects of the CSC operations, you will model customer centric behaviours and build a supportive environment that is performance based and empowers team members as exemplars of service excellence for the rest of the organisation.

What you'll be doing:

- Manage all aspects of the CSC operations, people and resources, which includes phone, digital and face to face channels serviced by a team of approximately 25 Customer Service Officers plus Team Leaders and specialist staff.
- Lead, coach, motivate and develop staff through appropriate resourcing, training, performance planning and direction to assist them in achieving individual and team KPI's.
- Build a supportive team environment with a high performance culture driven by evidence based decisions and a focus on continuous improvement.
- Monitor the delivery of customer service and adherence to Service Levels, and implement strategies to proactively address areas for improvement, to ensure that the CSC provides quality services and meets the expectations of our internal and external customers.
- Build strong, collaborative working relationships with key stakeholders and champion the customer across the organisation, encouraging and embedding a customer centric culture.
- Engage with peers and senior management as part of driving positive change, encouraging cross unit collaboration and consultation in the development and management of relevant customer focused policies, procedures and service level agreements.
- Work with the Customer Experience leadership team to develop, implement, monitor and review performance goals and metrics, ensuring alignment to the Customer Experience Strategy, Service Unit operational plan, and key strategic priorities of the organisation.
- Support effective workforce management and resource planning to maximise the available EFT, including the identification of opportunities to drive greater operational efficiency across the multi-skilled team.
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

The essentials you'll need:

- Tertiary qualifications in Business or Frontline Management and/or equivalent demonstrated experience in leading and managing customer service operations, including a thorough understanding of contact centres – technology, training, workforce planning and reporting.
- Demonstrated customer-centric focus with experience in driving continuous improvement initiatives to enhance the customer experience.
- Proven experience and skills in successfully leading, motivating and coaching customer service teams, with a proactive, self-motivated, positive attitude and a commitment to the professional development of self and others.

- Proven ability to engage and empower staff with highly developed people management and change management skills including the ability to drive results through influencing others.
- Highly developed research, analytical and problem solving skills, with demonstrated experience in interpreting legislation and strategic policy and developing operational processes.
- Ability to quickly develop and demonstrate an in-depth knowledge of stakeholders' business areas and effectively manage stakeholder expectations, service levels and relationships.
- Excellent interpersonal and communication skills demonstrated through consultation, negotiation, conflict resolution and influencing at all levels, and the capacity to develop and manage effective relationships with all stakeholders.
- Highly developed time management skills with the ability to manage multiple projects and competing priorities.

Other valuable skills you may have:

- Understanding of the local government context and an awareness of services provided by Council to 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.

Employee Name:	
Employee Signature:	
Date:	