

## Position Description

<b>Position title:</b>	<b>Business and Customer Support Officer – Waste Services</b>
<b>Directorate:</b>	City Wide Services
<b>Service Unit:</b>	Waste Services
<b>Reports to:</b>	Business and Customer Support Team Leader
<b>Direct reports:</b>	Nil
<b>Salary point:</b>	7
<b>Work location:</b>	Summerhill Waste Management Centre
<b>Date revised:</b>	October 2021

## 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.

The Waste Services Service Unit has a vision of creating a 'risk based' way of doing business where systems and processes are aligned to service delivery through the business. A key part of this includes defining the key business processes, and the data requirements for all business processes with an aim of automating the vast majority of data and workflows with robust governance frameworks.

Waste Services intend to take an investment approach to its business data and systems, with a view to integrating the customer, financial, operating and material flow data and aligning this to key services, risk, processes and outcomes.

We have a vision of automating most processes and developing an integrated, risk-based approach to management.

We currently have a 5-year view of this transformation broken down into three key horizons:

- 12 – 18 months – business systemisation (we develop a systems-based approach to management, but accept the solutions are being developed and may include less than optimal solutions such as paper or other manual systems);
- 18 – 36 months – digitisation (we confirm our business requirements and have tested our systems. The majority of our systems are now digital, allowing us to test data integration and workflow, with a view to confirming the process and data design); and
- 36 – 60 months – automation (having confirmed our systems and data flows work in a digital manner we move to the automation of key processes and transition our resources to higher value activities and/or adding value through higher levels or new services lines.

### **What's the focus of this position?**

The Business and Customer Support Officer 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 business will take a systematic approach to delivering its services and the Business and Customer Support Officer will be an integral part of this systematic approach to deliver better customer and business outcomes.

The Business and Customer Support Officer 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. This includes but is not limited to:

### **What you'll be doing:**

- The primary objectives of the position are to:
  - Deliver and maintain quality customer service and project a positive image of CN in a professional and courteous manner.
  - Provide accurate information and resolve customer enquiries through various channels, as required, and refer enquiries through to specialist staff where necessary.
  - Work within legislative and policy parameters ensuring service standards and performance objectives are achieved.
  - Provide assistance / support to management for all corporate information software applications (such as ECM, CRM, OneCouncil and Weighbridge).
  - Support the Waste Services Operational teams in delivering timely and efficient waste services to the residents and customers of the City of Newcastle.
  - Support the Administration, Accounts and Weighbridge teams maintain commercial and domestic accounts of the waste services unit, ensuring a high standard of accuracy in relation to invoices, the capture and storage of data and financial reconciliations.
- As a first point of contact for customer enquiries, transactions and requests, Business and Customer Support Officers assist members of the public with site visits to Summerhill Waste Management Centre (SWMC), counter, email and telephone enquiries covering all facets of Waste Services operations.

This is provided through:

- Communicating accurate information such as CN's policies / procedures and resolving conflict, sometimes dealing with customers who may be difficult or demanding, by following CN's requirements and managing customer expectations in a courteous, efficient and friendly manner.
- Registering all customer requests, including compliments and complaints, ensuring accurate information is entered into systems in order to provide CN 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.
- Producing reports and scheduling material in a timely and accurate manner, that support the goals and objective of the Wastes Services Operational Teams.
- Assist the Team Leader to develop, implement and continuously improve service level standards within the Waste Services team and having a flexible and team focused approach to coverage of Administration, Accounts and Weighbridge team members during periods of absences.
- Understanding the link between the customer and the operations and ensuring that customers are guided toward providing accurate information which allows operations to resolve matters first time, every time.
- Provide relief / coverage within the Waste Services team, including (but not necessarily limited to) Weighbridge functions and Accounts, commensurate with the employee's skill, competence and training.
- Continually seek and explore improvements in systems and processes to achieve improvements in customer service and operational needs in a systematic and prioritised manner.
- Be accountable, open to receive regular feedback and coaching and work with Team Leaders to improve performance and objectives.
- Waste Services is in the process of developing an Integrated Management System. Over time, Waste Services seeks to automate many back of house processes. As a result, whilst maintaining a role in managing customer contact, Business and Customer Support Officers will provide systems administrative support to the operations and management areas of the business which will include (but not be limited to) environmental, safety, quality and financial systems .
- 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:**

- Certificate III or above business or customer related qualification and / or equivalent experience in a customer service role.
- A strong ability to multi-task in a call centre quasi-operational administrative environment.
- Moderate ability to solve problems or look for alternatives that satisfy a range of legislative and CN policies and procedures.
- Sound negotiation and conflict resolution skills, with the aim of a successful outcome in a challenging environment.
- In a fast-paced environment, high level organisational and communication skills and the ability to work under pressure and to prioritise multiple tasks with competing deadlines, always maintaining a professional demeanour.
- Strong computer literacy through accurate data entry, recording of information and searches in corporate software applications as well as skills in MS Office and electronic document management systems.

- Ability to work as part of a team responsible for Administration, Accounts and Weighbridge functions, including processing incoming and outgoing vehicles to site.
- High customer service focus and commitment to continuous improvement, with a demonstrated ability to communicate effectively with customers and residents.
- Ability to work a rotating roster to facilitate 364 day operations, including scheduled and unscheduled overtime, (including weekends) and public holidays as required and when available.
- Ability and willingness to work staggered, non-standard start and finish times between 7:00am – 5:30pm.
- Demonstrated ability to work independently and cooperatively in a team environment.

**Other valuable skills you may have:**

- Experience in Weighbridge operations, including processing large volumes of financial transactions in EFTPOS, accounts and cash and reconciliation.
- Knowledge of Local Government's fees and charges, functions and responsibilities.
- Knowledge and experience in a large scale waste management collections and disposal operation.
- Knowledge of OncCouncil and weighbridge software system.

**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>	