

# Customer Service Officer

## Role purpose

As the first point of contact between the general public and Council, the role assists clients with queries and payments, both face-to-face and over the phone and provides general administrative assistance within the Unit.

## Role overview

<b>EA and Classification</b>	Hobart City Council Enterprise Agreement 2021 Municipal Officer Level 1
<b>Position Description Number</b>	4200.01
<b>Number of direct reports</b>	0
<b>Responsible for total staff</b>	0
<b>Delegations and Authority</b>	None
<b>Budget level</b>	Nil
<b>Division, Unit, Team</b>	Connected City Division, City Welcome Unit, Customer Relations Team.
<b>Immediate Manager</b>	Customer Experience Team Leader (9842)



# Role accountabilities Key result areas

## Unit

- Provide high quality customer service and represent the Council in a positive and professional manner.
- Update and manage requests and information flow within the Council's various software systems.
- Provide assistance to customers with queries such as but not limited to, development appraisal, animal management and residential parking.
- Ensure enquiries either face to face or via phone are directed to the appropriate Council Officer when required.
- Process payments for a variety of Council activities such as but not limited to, rates and parking infringements and maintain accuracy in cash handling.
- Provide general administrative and clerical assistance to support the functions of the work group.

## Work Health and Safety

- To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS applicable policies and procedures.

**NOTE:** Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence, and training.

# Qualifications and licences

## Essential

- Certificate IV or higher in Front Line Management, Business/Administration or similar working experience.
- Current Driver Licence.

# Selection criteria

## Knowledge and experience

1. Demonstrated knowledge and experience working in a similar role.

## Skills and competencies

2. Well-developed verbal communication skills in handling a high volume enquiries.
3. Demonstrated ability to provide excellent customer service to a diverse range of internal and external stakeholders.
4. High level of proficiency in the use of Microsoft Office applications, financial management systems and databases.
5. Demonstrated ability to learn established procedures and apply acquired knowledge and skills to problem solve in the workplace.
6. Ability to work cooperatively within a team environment whilst also being able to work autonomously on core functions.
7. Sound organisational skills with an ability to prioritise workloads when faced with competing client demands.

## Behavioural competencies

8. Actively demonstrates the expected behaviours described in the Behavioural Competency Framework.



## Behavioural Competency Framework

### Our Values

#### People

**Care about people – our community, customers and colleagues.**

- Considers people in all things we do.
- Values individual differences and diversity.
- Guides, mentors and develops people.
- Tailors communication to specific audiences.
- Actively listens to others and encourages feedback.
- Communicate with others respectfully.

#### Teamwork

**We collaborate both within the organisation and with external stakeholders drawing on skills and expertise for the benefit of our community.**

- Supports equal and fair treatment for all.
- Is seen as a team player and finds common ground in a respectful way.
- Seeks and provides feedback to improve working relationships.
- Actively looks for opportunities to share knowledge and utilise strengths.
- Works cooperatively to achieve shared objectives.
- Recognises others for their contributions and accomplishments.
- Gains and demonstrates trust and support for others through actions.

#### Focus and Direction

**Have clear goals and plans to achieve sustainable social, environmental and economic outcomes for the Hobart community.**

- Has a clear and specific understanding of what needs to be achieved.
- Actively participates in planning and provides feedback.
- Considers sustainable options.

## Behavioural Competency Framework

### Our Values

#### Creativity and Innovation

**Embrace new approaches and continuously improve to achieve better outcomes for our community.**

- Agile and continually looks for opportunities for Lean improvements.
- Stimulate passion and excitement to overcome problems.
- Follows ideas through to action, reflects and always seeks to do better.
- Demonstrates diverse thinking and embraces change.
- Encourages peers to do the same.

#### Accountability

**Transparent in all our dealings, work to high ethical and professional standards and are accountable for delivering outcomes for our community.**

- Follows through on commitments and encourages others do the same.
- Takes personal responsibility for own timely and quality activities.
- Designs feedback into work processes.
- Provides exceptional service to stakeholders and customers.



# Behavioural Competency Framework

## Operational

### Safe working practices

**Maintain a safe working environment.**

- Works safely and looks out for others.
- Drives responsibly and considers other road users.

### Policies and procedures

**Comply at all times with policy and protocol requirements.**

- Actively demonstrates compliance with the City's corporate policies.
- Provides support to others.
- Offers feedback on improvements or better practice.

### Legislative framework

**Works within legislative framework.**

- Takes responsibility for their own learning of the legislative environment in which they work.
- Seeks guidance and clarification of any uncertainties before acting.
- Works within any delegations and authorities.

### Risk management

**Take a risk management approach.**

- Actively adopts a proactive risk management approach.
- Fosters an environment where managing risk is accepted as the personal responsibility of each employee and encourages others to do the same.

### Judgement

**Identifies and acts on issues and develops quality solutions, setting high standards of decision making.**

- Always role models our values.
- Demonstrates rigor to make effective and quality decisions.
- Stands up and acts when issues arise with a sound and level-headed approach.
- Keeps informed of activities and evolutions in the broader business.

## Pre-employment checks

1. National Police check
2. Pre-employment Medical Assessment – Low Risk

### Notes

- Regular checks of the validity and status of essential licences and registrations are undertaken during the term of employment.
- The employee is responsible for notifying any new criminal convictions during the course of their employment.
- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*.

# prin. -cip les



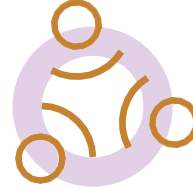
## Proud of our capital city role

We rise to the call of being the island state capital. We are city shapers, amplifying our industry, commerce and small business communities by attracting investment and services to support them.



## Focused on thriving

We are future proofed, not only doing our work well, but pursuing the work that makes a difference for our community.



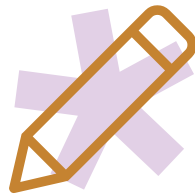
## Community-centered

It is easy for all of our community to work with us and they are central in how we design and do our work.



## Grounded in active governance + civic involvement.

We fulfil our legislative and civic responsibilities with transparency, accountability and fairness and we are equipped to do that well.



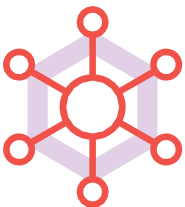
## Creative + impactful

We deliver value for money and work creatively to ensure positive outcomes for all our stakeholders.



## Leading from the heart

We acknowledge everyone is a leader. We are all accountable for building a positive, safe and caring culture for our organisation and the people in it.



## Integrated + Collaborative

Making whole-of-organisation decisions is easy and we work as one team to successfully deliver for the community.



## Scalable + Adaptable

We care for both our natural and built assets. We respond to our growing city and ongoing changes in our community and their expectations.

