

## POSITION DETAILS

<b>Position Title:</b>	Senior Customer Service Officer	<b>Position Grade</b>	8
<b>Unit/Group:</b>	Communications and Engagement / Customer & Community Services	<b>Position Status/Hours per Week:</b>	Permanent / 35 Hours per week

## PRIMARY PURPOSE OF THE POSITION

- Providing front line customer service to external and internal customers over the telephone, in person and in writing including the provision of information, processing applications and requests for service, production of certificates and cashiering
- Providing the primary link between the City of Ryde's service units and their customers
- Maintaining an up to date knowledge of the City of Ryde's products, services and activities
- Recording statistical information regarding types of enquiries received and referrals to other Council officers
- Working flexibly within a team environment, including coaching and assisting less experienced staff
- Keeping the Customer Service Centre tidy and fully stocked with current information and application forms
- Maintaining and enhancing the City of Ryde's corporate image in accordance with Cultural Values
- Responsible for checking & creating Fee Quotations & Section 94 Contribution re-calculations
- Facilitating "buddy" training system for new staff members
- Update Customer Service Training Modules as required
- Step up and manage either the Call Centre or Counter areas in the absence of the Team Leader as required
- Other duties as directed in accordance with the incumbent's skills, competence and training.

## SELECTION CRITERIA

### Education / Qualifications

- High School Certificate or equivalent, or demonstrated experience in a customer service position

### Experience/Specific skills

- Proven experience in the delivery of excellent customer service and in meeting customers' expectations (both telephone and face to face)
- Experience in service delivery using PC based technology
- Excellent interpersonal skills with confidence and empathy in dealing with members of the public
- Experience in accurately and clearly preparing written communications to customers/members of the public
- Demonstrated ability to read, interpret and convey, in an uncomplicated manner, information contained in codes and policies

### Personal Attributes

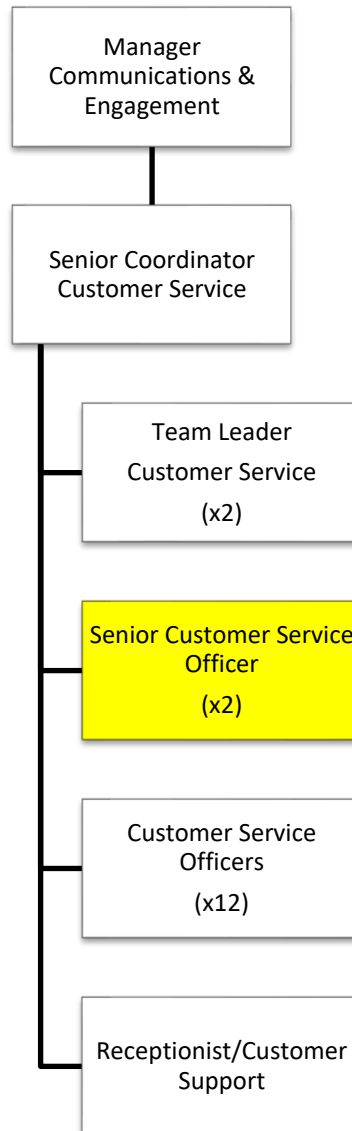
- Ability to work independently and as part of a team, and to adapt in a constantly changing workplace
- High levels of reliability
- Self-motivated and able to work without close supervision
- Able to maintain a professional approach when dealing with difficult situations
- Covid-19 vaccinated

## SELECTION CRITERIA

### Desirable Qualifications, Experience and/or Skills

- Experience in customer service delivery in Local Government
- Demonstrated experience in a high volume inbound call centre environment
- Demonstrated understanding of the Development Application process and the legislative requirements of Local Government.
- Proficiency in a community language other than English

## ORGANISATIONAL CHART



## SERVICE ACCOUNTABILITIES – Contributes to

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the Customer & Community Services Directorate of the organisation.

- The delivery of prompt accurate service to both external and internal customers
- Support other areas of Council to delivery services and information to the community

## CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

1	To comply with legislative requirements
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all OH&S policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
12	To actively document all policies, procedures, projects and activities (as required)
13	To actively share information and knowledge on issues, training and better practice to relevant staff
14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through PM_CoR methodology
17	To identify and minimise exposure to risk
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements

## WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

### Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

### Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all

## WORK HEALTH AND SAFETY RESPONSIBILITIES

certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

### **Injury Management**

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

### **Risk Management**

Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

## OUR VALUES

All employees at City of Ryde are to observe our values which are:

### **Health & Safety**

We take personal responsibility for our own health, wellbeing and safety. As well as the health, wellbeing and safety of our colleagues and customers.

### **Excellence**

We do the best we can for our customers and embrace innovation in the way we work.

### **Accountability**

We are honest, transparent and act in the best interest of Council and the community.

### **Respect**

We listen, seek to understand, and celebrate the diversity of the people within our organisation and the community.

### **Teamwork**

We work within both our own teams and other teams to successfully achieve council's goals.

Employee's Name	
Employee's Signature:	
Date:	