

# Position Description

## Customer Service Officer

**Name of appointed officer:** Vacant

**Date of appointment:**

**Date of last review of position description:** September 2017

### Salary and conditions

All terms and conditions of employment are consistent with the Local Government (State) Award unless otherwise stated.

Assessed entry level of position within salary system:	Band 2 Level 1
Position limit within salary system: (20 Grade structure)	Grade 5 – Entry to Step 4
Status of position:	Permanent
Hours of work per fortnight:	As appropriate to the position

### Organisational relationships

Directorate:	Corporate and Governance
Section:	Information and Corporate Systems
Team:	Customer Service
Work base:	Grafton or Maclean (as appropriate to the position)
Position responsible to:	Team Leader Customer Service
Level of support and supervision:	High
Level of personal management	Medium
Level of teamwork required:	High
Supervision of staff:	Nil
Internal contacts:	All Council Staff
External contacts:	High level contact with members of the public

## Vision, mission and values

<b>Our vision:</b>	To make the Clarence Valley a community full of opportunity
<b>Our mission:</b>	To plan and deliver services valued by the community
<b>Our values:</b>	the acronym ' <b>STRIVE</b> ' describes the values and behaviours which are considered to be core requirements when we deal with each other and our community



## Our Values and Behaviours

Safe	
We will have a safety focused workplace culture to ensure the wellbeing of our staff and the community.	
Acceptable	Unacceptable
I am aware of hazards	I take shortcuts
I promote a safe culture	I ignore safety
I look out for others	I do not communicate
Teamwork	
We will work together as one council towards shared goals and for the greater good of the community.	
Acceptable	Unacceptable
I share the load	I undermine others
I communicate with others	I act in isolation
I value people's strengths	"What's in it for me?"
Respect	
We will be inclusive, treat people with courtesy and fairness, and ensure each individual is valued and heard.	
Acceptable	Unacceptable
I am inclusive	I am a bully
I value the skills and opinions of others	I am aggressive
I listen actively	I am a gossip
Integrity	
We will behave in a way that is honest, open, and transparent. We will take responsibility for our actions and strive for excellence.	
Acceptable	Unacceptable
I am honest	I lie and conceal
I work ethically and lead by example	I act corruptly
I am responsible for my actions	I undermine others
Value	
We will deliver services efficiently, effectively, and in an environmentally and financially sustainable manner.	
Acceptable	Unacceptable
I always look for improvements	I misuse Council resources
I work efficiently	I'm a bludger
I learn from my mistakes	I don't respect the environment
Engagement	
We will engage with our staff and community to inform our decision making, and create awareness of our activities.	
Acceptable	Unacceptable
I communicate in a clear and timely manner	I deliberately misinform (lie)
I am the face of Council	I don't value consultation
I value all our customers' needs	I ignore communication

**Physical requirements of the position**

Frequent use of computer keyboard

Some driving

Extended periods of sitting or standing

**Purpose of the position**

To provide high quality information and services to customers at the first point of contact with Council, including telephone, face to face, electronic and written communications.

To promote and communicate Council services in an efficient and courteous manner to meet the needs of the local community and promote a positive image of Council.

To assist with the day to day operations of Council's Information Management Systems through identification, classification and registration of Council's corporate information in accordance with Council's policies and procedures.

**Major duties and responsibilities**

Answer customer counter enquiries and direct to appropriate officer when required.

Provide the first point of contact for high volume telephone enquiries to Council, and direct to appropriate officer when required.

Maintain an up to date working knowledge of Council's services, products and activities.

Respond to customer action requests, enquiries and transactions in relation to services that Council provides in a professional, accurate and efficient manner, referring to existing customer services processes and other Council officers for clarification and further information as required.

Effectively deal with an extensive range of enquiries in an environment that can be fast paced, challenging and sometimes confronting, with a need to deal with customers who may be difficult or whose demands may be considered excessive.

Cooperate and communicate with all team members to enhance performance of the team.

Provide a link between customers and Council.

Perform accurate and timely receipting of Council payments and balancing.

Determine applicable fees for services requested in accordance with Council's adopted fees and charges schedule.

Receive, check and register applications, providing advice and assistance to the customer when lodging applications relating to services that Council provides.

To assist with the day to day provision of records management services to all areas of Council, including registration of mail.

Build and maintain harmonious and effective working relationships with all Council staff.

Identify opportunities for the enhancement of customer service and where appropriate suggest them to the Manager Information & Corporate Systems for consideration.

### Essential selection criteria

*The selection criteria must be addressed as part of your application. Applicants must meet the essential criteria in order to be considered for interview.*

#### Education and knowledge

TAFE Certificate in an administrative or customer service related field; **or** equivalent relevant industry experience

#### Licences/tickets, clearances, membership

Criminal history that does not adversely affect ability to perform the inherent requirements of the position

Current Drivers Licence

#### Experience

Demonstrated experience in a customer service role in both face to face and contact centre environments

#### Position related skills

Sound written and verbal communication skills that enable information to be provided to others in a clear and concise manner

Demonstrated accurate cash handling and receipting skills

Demonstrated negotiation and problem solving skills including the ability to deal with a diverse range of customers in an empathetic manner

General computer literacy in email and internet programs and Basic proficiency in Microsoft Word

#### Work qualities

Behaviour that positively demonstrates commitment to Council's STRIVE values

Demonstrated commitment the provision of quality customer service

### Desirable selection criteria

*The following criteria are considered important and demonstrated capacity to meet them will be highly regarded.*

#### Education and knowledge

Appointment as a Justice of the Peace or willingness to obtain within 6 months of commencement with Council

#### Experience

Demonstrated experience in the operation of a high volume multi-line switchboard

#### Position related skills

Ability to compose correspondence and reports or formulate protocols and procedures

Basic proficiency in Microsoft Access and Excel

**Other features of this position may include**

A requirement to work on special projects as needed

Occasional potential contact with challenging customers/members of public

Provide relief to other customer service locations within the Council area when required

**Generic performance requirements**

**Ethics/probity** – act in accordance with the Code of Conduct.

**Equal employment opportunity** - comply with Council's Equal Employment Opportunity (EEO) Protocol.

**Health and safety (WHS)** - undertake duties and act at all times in accordance with the WHS Management System.

**Other duties (outside of specific position requirements)** - under the provisions of the Local Government (State) Award, Council may direct any employee to carry out duties that are believed to be within the employee's skills, qualifications, competence and fitness capabilities, whether or not they are a usual function of the position. Where an employee is required to perform duties associated with a higher position, the **Use of skills** Clause in the Local Government (State) Award will apply.

**Declaration**

In signing this declaration I acknowledge that I, .....  
have been advised of the requirements, terms and conditions of appointment to this position  
based on this Position Description.

Signed: ..... Date .....  
*Employee*