

# CLARENCE VALLEY COUNCIL

## Position Description

### Customer Service Officer

Directorate	Corporate and Governance
Location	Grafton
Classification/Grade/Band	Grade 5
Position Code	
Date position description approved	20 July 2020

## Overview

With a large geographical area of 10,441 square kilometres and a population of almost 52,000 the Clarence Valley local government area is the gateway to the north coast of NSW and within easy driving distance of the south east Queensland. Encompassing beautiful beaches, stunning hinterland and the mighty Clarence River, the Clarence Valley is the ideal place for balancing work, life and relaxation. Clarence Valley Council is on an important journey in becoming a customer focused organisation that provides quality services in an efficient way.

## Values



## Primary purpose of the position

The Customer Service Officer creates a positive connection in all customer interactions, maintains a professional and friendly manner and ensures customer satisfaction as a priority.

## Key accountabilities

Within the area of responsibility, this role is required to:

- Provide welcoming, responsive, accurate and consistent information, advice and service to Clarence Valley Council's customers via the contact centre, front counter and administrative functions.
- Accurately capture requests, complaints, certificates and applications in our corporate systems and other databases.
- Collaborate, mentor and support the Customer Service team to achieve individual and team performance expectations and goals.
- Participate in continuous improvement of work practices by identifying opportunities to enhance the efficiency of work processes, contributing to team meetings and discussions and sharing information and techniques with other staff members and management.
- Undertake front counter responsibilities (including customer requests, certificates, applications, complaints, deliveries, visitor management, or other activities) to ensure all enquiries are processed in a timely, accurate and effective manner.
- Accurately undertake cash handling tasks, including processing, receipting, balancing and banking.
- Develop positive and collaborative working relationships across Council to maintain and develop comprehensive knowledge of the range of services they provide.

## Key challenges

- Managing work priorities effectively while completing multiple tasks within required time frames and to agreed standards.
- Maintain a comprehensive knowledge of the range of services that Council provides and relevant policies and procedures that apply.
- Demonstrate a positive, polite and helpful approach in dealing with customers while exercising tact, judgement and initiative when obtaining information.

## Key internal relationships

Who	Why
All Council Staff	Collaborate to ensure that the customer service team is up to date with council activities.
Team Leader Customer Service	Escalate issues, receive instructions and ensure targets are met.
Customer Service Team	Provide support and assistance in achieving customer service expectations.

## Key external relationships

Who	Why
General Public, Government Agencies, private organisations	Provide services and information that meet or exceed customer expectations.

## Key dimensions

### Decision making

Makes decisions and acts within Council's core values, with a strong focus on customer service principles, and in line with policies and procedures within their decision making capability.

Reports to	Team Leader Customer Service
Direct reports	Nil
Indirect reports	Nil





### Essential requirements

- Certificate level study in Business Administration, Customer Service or related area and/or relevant industry experience;
- Current Driver's Licence;
- Criminal History Check.

## Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at [www.lgnsw.org.au/capability](http://www.lgnsw.org.au/capability)

Below is the full list of capabilities and the level required for this position. The focus capabilities are in bold. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Manage Self	Intermediate
	<b>Display Resilience and Adaptability</b>	<b>Intermediate</b>
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	<b>Community and Customer Focus</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Create and Innovate	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	<b>Technology and Information</b>	<b>Intermediate</b>
	Procurement and Contracts	Intermediate

## Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Capability Group	Capability Name	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Adaptability	Intermediate	<ul style="list-style-type: none"><li>• Adapts quickly to changed priorities and organisational settings</li><li>• Welcomes new ideas and ways of working</li><li>• Stays calm and focused in difficult situations</li><li>• Perseveres through challenges</li><li>• Offers own opinion and raises challenging issues</li></ul>
<b>Relationships</b> Community and Customer Focus	Intermediate	<ul style="list-style-type: none"><li>• Identifies and responds quickly to customer needs</li><li>• Demonstrates a thorough knowledge of services provided</li><li>• Puts the customer and community at the heart of work activities</li><li>• Takes responsibility for resolving customer issues and needs</li></ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"><li>• Gathers and investigates information from a variety of sources</li><li>• Questions basic inconsistencies or gaps in information and raises to appropriate level</li><li>• Asks questions to get to the heart of the issue and define the problem clearly</li><li>• Analyses numerical data and other information and draws conclusions based on evidence</li><li>• Works with others to assess options and identify appropriate solutions</li></ul>
<b>Resources</b> Technology and Information	Intermediate	<ul style="list-style-type: none"><li>• Shows confidence in using core office software and other computer applications</li><li>• Makes effective use of records, information and knowledge management systems</li><li>• Supports the introduction of new technologies to improve efficiency and effectiveness</li></ul>