

POSITION DESCRIPTION

Position Title:	Customer Experience Officer	Position Code:	6-CXO
Division:	Organisational Performance	Grade:	D
Location:	Dubbo	Hours/Week:	20
Reports to:	Customer Experience Coordinator		
No. Direct Reports:	Nil	No. Indirect Reports	Nil

Primary Purpose of Position

The Customer Experience Officer is responsible for the provision of services to external customers (Community) and internal clients (Organisation), through effective handling of inbound calls and face-to-face interactions.

Key Accountabilities / Duties

Key Result Area	Primary Activities
Customer Experience	<ul style="list-style-type: none"> • Provision of optimal customer service in a proactive and informative manner • Provision of an effective link between the organisation and its customers • Provide services to customers utilising procedures developed for the operation of the Customer Experience Centre. • Maintain an up to date working knowledge of Council's services, products and activities in order to provide information to customers. • Have a working knowledge of Council's policies, procedures and codes. • Recognise if the customer is not satisfied with the level of service provided and escalate utilising established customer experience procedures. • Build a relationship with customers over the phone. • Work in a fast-paced environment with targets and time frames.
Customer Experience Team Support	<ul style="list-style-type: none"> • Participate and contribute to an effective and productive team • Assist in any other matters as requested by the Coordinator and/or Manager.

Inherent Requirements of the Position

- A large majority of this role is office based, using computer/electronic systems, thus an inherent requirement of this position is the ability to complete sustained periods of work sitting at a desk utilising computer/electronic systems or other office based equipment
- This position is required to wear an approved Dubbo Regional Council Uniform and Dubbo Regional Council identification badge when working in Customer Experience Centres
- Class C Drivers Licence
- The occupant of this position may be required to travel between Dubbo and Wellington to provide assistance and operate out of Council's office facilities as necessary

Selection Criteria

Essential

1. Certificate III in Office / Business Administration
2. Experience in delivering services to customers
3. Experience in utilising a range of computer applications to complete processes
4. Ability to receive and communicate information accurately and effectively
5. Ability to work in a team environment

Desirable

6. Experience in a call centre environment
7. Conflict resolution skills

Organisation Wide Accountabilities

Corporate Values

Creating Community for Today and Tomorrow

All employees have a responsibility to uphold the values of Dubbo Regional Council being:

- **Progressive**
 - Be Curious, Courageous And Committed
- **Sustainable**
 - Balanced Approach To Growth & Opportunity
- **One Team**
 - Working Together
- **Integrity**
 - Accountable For Our Actions

Work Health and Safety

All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture & Safety within 48 hours
- Participating in any WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Complying with emergency and evacuation procedures and site rules if applicable
- The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy

Sustainability

Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision-making processes. This includes continuously increasing efficiencies,

	reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.
Code of Conduct and Equal Employment Opportunity	<p>Staff will, at all times, adhere to:</p> <ul style="list-style-type: none"> • Council's adopted Code of Conduct. • Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.

Acceptance:

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: