

# POSITION DESCRIPTION

## CUSTOMER EXPERIENCE OFFICER

**Position Number:** 424113

**Department:** Corporate Services

**Division:** Corporate Services

**Team:** Customer Experience

**Location:** 2 Pope Street, Bannockburn  
19 Heales Street, Smythesdale

**Reports to:** Customer Experience Coordinator

**Supervises:** N/A

**Employment status:** Varied

**Classification:** Band 4 plus applicable superannuation guarantee

**Qualification period:** Six months

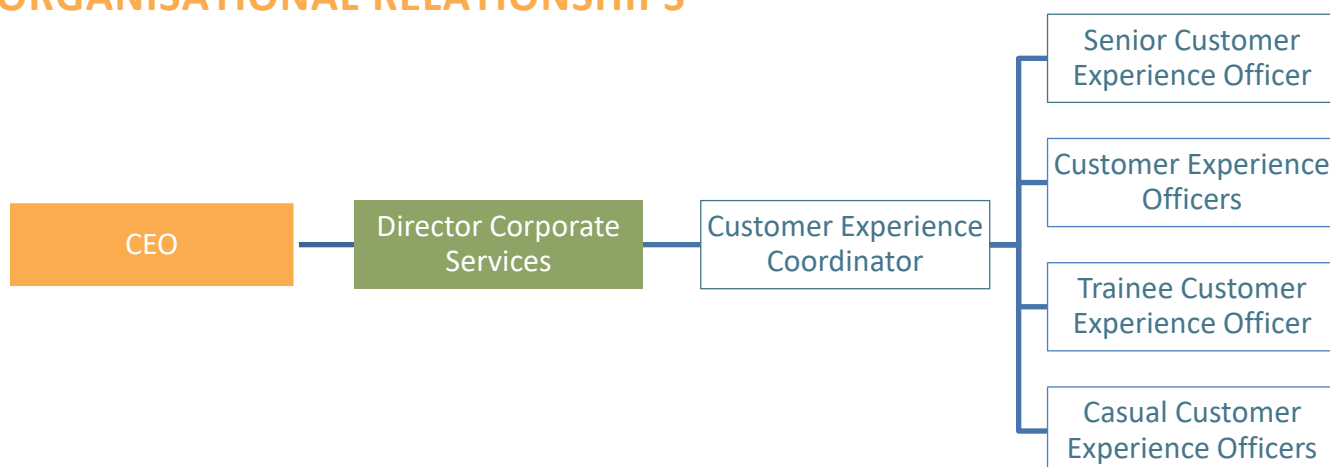
**Date:** July 2022

## POSITION OBJECTIVES

Council's Customer Experience Officers operate as members of a high performing and dynamic Customer Experience Team, undertaking key responsibilities in a professional, efficient, and timely manner. While contributing to Council's aim of being a high performing organisation. Customer Experience Officers are passionate, multi-skilled and able to consistently deliver at high standard operational services in a tidy, organised and enjoyable environment, whilst promoting the Golden Plains Shire as a customer focused organisation.

1. To ensure the highest level of customer experience through servicing residents, ratepayers, and stakeholders in a professional, courteous and efficient manner.
2. To provide accurate information and resolve customer enquiries through an omni channel experience whilst upholding our Customer Experience values and strategy.
3. To help drive first contact resolution and increase customer satisfaction across the shire.
4. To provide administrative support regarding the provision of Council's services by assisting all departments across Council in the delivery of corporate objectives, strategies, and service level agreements.
5. To learn and deliver administrative duties across multiple departments in line with Council's key calendar of events and legislative commitments.

## ORGANISATIONAL RELATIONSHIPS



Reports to:	Customer Experience Coordinator
Directly Supervises:	Nil
Internal Liaisons:	Chief Executive Officer, Directors, Manager, Councillors and other Council staff
External Liaisons:	Residents, customers, ratepayers, visitors, businesses, community organisations, other Councils, statutory authorities.

## KEY RESPONSIBILITIES AND DUTIES

### Customer Experience Duties

- Maintain a positive and professional approach to create a positive customer experience for all customer enquiries.
- Support and deliver exceptional customer experience in accordance with Council's Customer Experience Charter, Customer Experience Standards and departmental and organisational objectives.
- Respond to a wide variety of enquiries and requests via telephone, over the counter, or email on all aspects of Council's operations, referring complex enquiries to appropriate units and officers within Council.
- Receive and process applications for Council services, including Accessible Parking Permits, Waste Applications, Updating Customer Records and Animal Registrations.
- Provide accurate information and responses to visitors, customers and Council staff within Council's agreed response timeframes.
- Take a customer focussed approach to handling complaints and manage conflict with confidence and respect.
- Ensure ongoing self-learning and development and a willingness to take on new tasks and challenges.
- Ensure accountability for the provision of accurate and efficient, clerical, cashier, records & administration.
- Partake in the efficient and effective day to day running of the Customer Hubs.

- Maintain strict confidentiality on all dealings.

## Administration Duties

Complete administrative duties to support various departments across Council including but not limited to:

- Data entry, collection, maintenance and cleansing.
- Process applications including payments, research, compiling information, checklists and reports.
- Customer communication.
- General administrative and clerical duties.
- Community consultation, research and report creation.
- Assisting with financial administration.
- Maintain all Council Records in line with our Records Keeping Policy.

Deliver administrative duties across multiple departments in line with Council's key calendar of events and legislative commitments:

- Learn specific departmental tasks and undertake duties with different teams throughout the year.
- Prioritise and manage competing deadlines.
- Delivery efficient and accurate administrative support.

## General Responsibilities

- Attend relevant training programs approved by the Senior Customer Experience Officer or Customer Experience Coordinator.
- Act in accordance with Council's Customer Experience Charter.
- Other duties within the scope of the employee's skills, competence and training as directed.

## Corporate Responsibilities

- Promote excellence in customer Experience and in conjunction with the Unit Manager and Team Leader, identify, review, and implement strategies to improve service quality and efficiency.
- Maintain excellent team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets.
- Participate as directed in training and education to maintain an up to day knowledge of emergency management responses.
- Provide administration, logistic and specialist support and advice during CEO identified emergency events.
- Comply with Council policies and procedures.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position provides information to customers and supports the functioning of Council's Customer Experience Offices located at Bannockburn and Smythesdale. Freedom to act is limited by standards and procedures and is governed by specific guidelines. Work generally falls within specific guidelines, with scope to exercise discretion in the application of established standards and procedures.

The effect of decisions and action are limited to individual clients.

Complex, sensitive and non-routine matters are referred to the appropriate Senior Customer Experience Officer or Customer Experience Coordinator.

## JUDGEMENT AND DECISION MAKING

The objectives of the work are well defined with the particular method or process selected from a range of available alternatives. Guidance and advice are always available within the time available to make a choice.

## SPECIALIST SKILLS AND KNOWLEDGE

The Customer Experience Officer will have an understanding of the function of customer experience within the organisational context, including policies, procedures and practices along with an understanding of the goals of the Customer Experience team and an understanding of the Customer Experience Strategy.

The position requires the Customer Experience Officer to have an understanding of the relevant technology, procedures and processes used in the Customer Experience team.

The position of Customer Experience Officer requires strong conflict resolution and negotiation skills. The Customer Experience Officer must be effective in handling complex cases and difficult customers whilst having a positive attitude and applying a solutions focussed approach.

The Customer Experience Officer must have a strong work ethic and ability to work autonomously without supervision in an isolated environment. This requires strong written and verbal communication skills and an ability to use email as a main communication technique.

## MANAGEMENT SKILLS

The Customer Experience Officer will have the skill to manage their own time and plan their work along with the ability to work in a team environment to achieve team objectives.

## INTERPERSONAL SKILLS

Communication skills will be sufficient to allow the Customer Experience Officer to gain the cooperation and assistance of customers, members of the public and other employees in the administration of records functions.

The position requires skills in written communication to enable the preparation of routine correspondence and reports

## RESPONSIBILITIES FOR ALL GOLDEN PLAINS EMPLOYEES

### Occupational Health and Safety

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others.
- Participate in Occupational Health and Safety training.
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement by contributing to the Safety System within the Department.
- Contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.

- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.
- Promote and champion a culture of safety within the workplace.

## Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested.
- Demonstrate an understanding of, and a commitment to, Council's Risk Management Standard Operating Procedure.
- Report all hazards and incidents of which they become aware.

## Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities.
- Comply with Council records management processes.
- Keep accurate and complete records of business activities and decision making.
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

## Community Engagement

Golden Plains Shire Council is committed to enhancing the opportunities it provides to the community to be involved in Council's decision-making processes. Employees are required to demonstrate a commitment to community engagement. This includes:

- Adhering to Council's community engagement strategy, policy, and framework.
- Providing genuine opportunities for the community to be involved in relevant Council decisions and projects.
- Involving community members and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved.
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach.
- Providing community members with relevant and timely information to inform their participation.

## Equal Opportunity

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

## Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

### Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy and Data Protection Act 2014, the Health Records Act and Council's Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

### OTHER REQUIREMENTS

- Employment is subject to a satisfactory six-month probationary period.
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct.
- Completion of a pre-employment Disclosure of Pre-existing Conditions form.
- A current Australian driver licence.
- Maintain a satisfactory National Criminal History Check.
- Tasks within this role may be required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week. Where weekly hours are expected to exceed the core hours, with the prior approval of the Team Leader/ Manager, additional hours may be worked and accumulated as time in lieu. Time in lieu will be hour for hour and shall be recorded and taken within one month in accordance with Council's Enterprise Agreement.

### QUALIFICATIONS AND EXPERIENCE

The skills and knowledge required are beyond those required through secondary education alone. Typically, the skills would be gained through the completion of a relevant Certificate IV or a lesser qualification with experience in a customer Experience environment.

## KEY SELECTION CRITERIA

1. High performing and dynamic Customer Experience Officer who can consistently deliver at a high standard in a professional, courteous, and efficient manner.
2. Proficiency in dealing with a diverse range of customers including proven ability to respond to complex cases by demonstrating conflict resolution skills and a solution focused approach.
3. Proven ability to work co-operatively in a team environment and build and maintain effective working relationships.
4. Proven ability to be able to handle multiple forms of customer communication including call-centre, in person and formal written correspondence.
5. Experience in administrative and clerical tasks.
6. A basic understanding of the role of local government and the services provided by the Golden Plains Shire Council.

## APPROVAL

<b>Prepared By:</b>	Customer Experience Coordinator
<b>Approved By:</b>	Director Corporate Services
<b>Reviewed By (P&amp;C):</b>	Coordinator People & Development
<b>Date:</b>	19 July 2022
<b>Employee Acceptance: (name and signature)</b>	
<b>Date:</b>	

### PLEASE NOTE:

Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.