

POSITION DESCRIPTION

Customer Service Officer

POSITION NUMBER	5111
DIRECTORATE	Community and Culture
SECTION	Customer Service
REPORTS TO	Customer Service Coordinator
DIRECT REPORTS	None
GRADE	7
CONDITIONS OF EMPLOYMENT	Local Government (State) Award 2017
DATE PREPARED	February 2009
DATE LAST UPDATED	January 2018

1. PURPOSE OF THE POSITION

The role of all Customer Service Officers is to provide a welcoming, courteous, comprehensive, efficient and effective service to all internal and external customers. Customer Service Officer's major objectives are:

- 1.1 The provision of efficient and timely face to face, telephone and electronic customer service of those who have occasion to visit or contact Council for advice and information.
- 1.2 To professionally represent the departments of Council who rely on the Customer Service Centre for their interface with the community.

To work as part of the Customer Service Centre team to ensure consistent excellent service having regard to Council's Customer Service Charter and values.

2. KEY ACCOUNTABILITIES

General:

- 2.1 Resolve or refer all face to face, telephone (call centre) and electronic inquiries received in the Customer Service Centre from the public on general matters relating to Councils operations and activities.
- 2.2 Accurately handle cash / cheque / credit / EFTPOS payments, undertake receipting and balance cash float i.e. cashiering duties.
- 2.3 Handle complaints, requests and inquiries regarding all Council's operations and log these through the Customer Request Management System (CRMS).
- 2.4 Maintain a high level of understanding of Customer Service Centre work processes, practices and systems
- 2.5 Arrange and reconcile courier services at the Service Centres.

- 2.6 Prepare outgoing local and interstate general mail.
- 2.7 Assist customers with general Telephone Interpreter Service (TIS) inquiries as required.
- 2.8 Maintain a high level of understanding of Council's operations.
- 2.9 Liaise with all staff to resolve issues.
- 2.10 General administrative, clerical and word processing tasks.
- 2.11 Share, arrange and maintain information brochure display in the general service centre area.
- 2.12 Maintain stocks of stationery forms and items relevant to the counter.
- 2.13 Determine completeness of all Council applications and if acceptable, formally lodge into Council's respective systems and calculate applicable fees.
- 2.14 Provide support to the Property Department by administering key allocation to customers for use of Council premises.
- 2.15 Identify opportunities for the enhancement of customer service and where appropriate suggest them to the Customer Service Co-ordinator for consideration.
- 2.16 Rotate across council service centre locations and pop-up customer service stalls
- 2.17 Council Service Centre counter duties, including opening and closing of the Service Centres
- 2.18 Receive and lodge requests under GIPPA (Government Information Public Access Act)

Call Centre Duties

- 2.19 Answer incoming calls in a professional, courteous and prompt manner
- 2.20 Attend to enquiries and follow through to resolution, avoiding unnecessary escalation of calls.
- 2.21 Carry out administrative tasks, including online certificate requests, companion animal registrations, rating change of addresses and other duties, as and when required.
- 2.22 Initiate service requests for repairs/maintenance issues reported by customers through appropriate Council systems.
- 2.23 Redirect calls when necessary to appropriate/relevant Council staff.
- 2.24 Refer to the Co-ordinator, matters that cannot be resolved promptly and easily or matters of a complex and sensitive nature.
- 2.25 Council Service Centres counter duties

Rates

- 2.26 Provide advice in relation to rate payments, arrears, interest and pension entitlements.
- 2.27 Receive and register requests for Pensioner Rebate Applications.
- 2.28 Assist with requests for rate payment arrangements and deferments.
- 2.29 Provide advice on valuation, ownership and sale price of properties.
- 2.30 Receive and register change of postal address details to Names and Address Officer.
- 2.31 Processing and distribution of mail remittances.

Environment and Planning

- 2.32 Provide basic advice in relation to Council's Codes, Local Environment Plan, Development Control Plan and Policies together with the EP&A and Local Government Acts.
- 2.33 Receive all Development and other Applications and:
- 2.34 Register / Enter application and link within TechnologyOne and other council systems,
- 2.35 Review supporting documentation to ensure correctness and completeness,
- 2.36 Ensure documentation satisfies Council and statutory requirements,
- 2.37 Determine fees and process payments,
- 2.38 Provide general advice on applications,
- 2.39 Forward applications to Information Management.
- 2.40 Receive 149 Certificate Applications and:
 - Receipt of fees,
 - Coordinate environmental health and building inspections
- 2.41 Receive Subdivision Applications and:
 - Register application and forward to Information Management,
- 2.42 Update additional information provided by customers in TechnologyOne and TRIM for building and



- development applications.
- 2.43 Provide basic explanations of architectural plans to adjoining owners.
- 2.44 Release approved applications to applicants, ensuring payment of fees, levies and insurance and that all plans and specifications are endorsed and conditions of approval are attached.
- 2.45 Search application records and retrieve data as requested.

Assets and Infrastructure

- 2.46 Process registrations under the Companion Animals Act.
- 2.47 Register/enter application forms for Tree Applications and link in TechnologyOne.
- 2.48 Provision of general parks information.
- 2.49 Receive Road Opening Permits, Driveway Crossing Applications and Section 68 applications:
- Calculate and receipt fees,
 - Advise inquirers of policy details,
 - Refer customers to Assets and Infrastructure contacts for detailed queries

Community and Culture

- 2.52 Receive initial requests and inquiries regarding the Entertainment Centre and Street Stalls. Refer potential bookings to Entertainment Centre Staff.
- 2.53 Assist customers with directions to meeting rooms/halls and information on events as per the weekly event list issued by Entertainment Centre Staff.
- 2.54 Receive and answer general inquiries regarding Community Services activities

3. WORKPLACE HEALTH AND SAFETY

'There is always time to work safely'. We all have a responsibility for Workplace Health and Safety. All employees must observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Workplace Health and Safety.

4. MODEL CODE OF CONDUCT

Council's Model Code of Conduct sets out minimum standards of conduct that is expected of employees and which we must adhere to. Employees must be impartial and fair in dealings with residents, customers, suppliers, general public and with each other in order to retain trust, confidence and support.

5. EQUAL EMPLOYMENT OPPORTUNITY

Georges River Council wants to build a workplace free from discrimination and harassment. It is the responsibility of all employees to ensure that they treat all colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions.

6. COUNCIL'S POLICIES, MANAGEMENT GUIDELINES AND PROCEDURES

Comply with all Council's Management Guidelines, Policies and Procedures



7. CUSTOMERS

- 7.1 Provide effective service to Council customers and the community
- 7.2 Provide effective service to internal customers
- 7.3 Present a positive image of council

8. LIMITS OF AUTHORITY

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. Responsibilities are to be exercised in accordance with Council's Delegations of Functions.

9. SELECTION CRITERIA

Qualifications, Certificates & Licences

- 9.1 Tertiary qualifications – Qualifications in a relevant field e.g. diploma or certificate in customer service, business administration, or communications.

Essential

- 9.2 Demonstrated front-line customer service experience including serving customers directly in a call centre and/or front counter.
- 9.3 Ability to deliver high quality customer service to agreed service levels and standards.
- 9.4 Sensitively dealing with customers from diverse backgrounds.
- 9.5 Ability to deal with difficult customers
- 9.6 Ability to handle compliments and complaints regarding customer service.
- 9.7 Compliance with policy, procedures and guidelines in daily duties.
- 9.8 Demonstrated ability to learn and use electronic business applications.
- 9.9 Knowledge of and commitment to WH&S and EEO principles and practices.
- 9.10 Excellent interpersonal, communication (written & oral) and teamwork skills.
- 9.11 Ability to learn quickly and be adaptive to change
- 9.12 Ability to project and promote a positive image of Council
- 9.13 Openness and willingness to change and continually improve business processes.
- 9.14 Willingness to participate in on-the-job training and job rotation to maintain Council knowledge and skills.
- 9.15 Flexibility to work as part of a roster to carry out duties on the counter, call centre, electronic customer service and administration throughout the day and across the week to meet operational requirements.
- 9.16 Experience in cash handling and receipting.
- 9.17 Satisfactory Police background check for cash handling duties
- 9.18 Ability to work across all Council's Service Centre locations including any temporary Customer Service locations.

Desirable

- 9.19 Knowledge and understanding of local government processes and procedures.
- 9.20 Ability to read and interpret basic development applications and architectural plans.
- 9.21 Ability to speak a community language (e.g. Arabic, Mandarin, Cantonese, Italian, Greek, Macedonian or Vietnamese).
- 9.22 Accredited Justice of the Peace or eligibility to become a Justice of the Peace.



EMPLOYEE ONLY

I have read and understand the content of this Position Description and undertake to meet the key accountabilities in an appropriate manner.

Employee Name: _____

Signature: _____

Date: _____

Staff Use Only

PP1 - Comprehensive pre-employment medical assessment excluding audio and lung function test

