

POSITION DESCRIPTION

Position Title	Coordinator Service, Support & Development	
Division	General Manager's Unit	
Group	Integration, Customer Service & Business Excellence	
Responsible to	Manager Customer Service	
Position Supervises	Direct: 2 FTE Indirect: Nil	
Position No.	TBC	
Status	Temporary up to 2 years, full-time	
Hours	35 hours per week	
Salary	\$83,043 pa to \$92,780 pa	Band/Level: Band 3 Level 2
Allowances	As applicable to the position	
Motor Vehicle	N/A	
Pre-employment Checks	<input checked="" type="checkbox"/> Police Check	
Date Prepared: 30 March 2017	Prepared by: Group Manager, Integration, Customer Service and Business Excellence	

The Inner West Council was formed on Thursday 12 May 2016 as a result of the amalgamation of Ashfield, Leichhardt & Marrickville Councils by the NSW State Government through the Local Government Proclamation 2016 (Council Amalgamations). The new Council has a population of 185,000 people and covers an area of 36 sq km.

The Inner West Council operates across the areas previously governed by the former Ashfield, Leichhardt and Marrickville Councils. All Inner West Council employees may be transferred to any of these areas to allow sustained productivity and opportunities for skills growth.

POSITION PURPOSE

- To coordinate the integration and performance improvement activities of the Customer Service Department, including identifying performance trends and prioritising, recommending and coordinating the implementation of improvement initiatives.
- To contribute to building a learning culture of continuous improvement as part of the Customer Service leadership team.

SELECTION CRITERIA

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. The community is at the heart of the organisation and Council puts its 'Values First' with flexibility, integrity, respect and the spirit of team as a set of values and associated behaviours for all levels in the organisation. Employees are expected to demonstrate commitment to these values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

Essential Criteria:

1. Proven experience in leading a successful, dynamic, multi-channel customer service function with a passion for customer service excellence and a proven aptitude for identifying and implementing business improvements.
2. Relevant experience in project management, business process review, training design and delivery, including the ability to achieve results within a quality management framework.
3. Well-developed analytical skills, including evidence based decision-making, data management, reporting and Microsoft Excel skills.
4. Demonstrated facilitation, negotiation and influencing skills and relevant experience in leading operational and cross functional project teams to achieved desired outcomes.
5. Highly effective interpersonal skills, including a demonstrated ability to communicate effectively (written and verbal) and to build rapport with team members and other stakeholders.
6. Well-developed organisational, prioritisation and time management skills, including the ability to work autonomously to deliver agreed projects and outcomes.
7. Knowledge of and commitment to equal employment opportunities, diversity, work health and safety, and ethical practice.

Desirable Criteria

1. Relevant qualifications and/or experience in change management frameworks.
2. Relevant experience in the design and delivery of multi-faceted training plans (e.g. up-skilling and cross-skilling).
3. Class C Drivers' Licence.

KEY DUTIES, ACCOUNTABILITIES & RESPONSIBILITIES:

Customer Service Team Development / Process Improvement

- Support the Manager, Customer Service by coordinating the Department's service integration projects.
- Lead, identify, scope and implement service, system and process improvements, via the use of well-structured business improvement tools and project management methodologies.
- Analyse customer service KPIs (individual and group performance), monitor trends, identify gaps, and develop strategies to drive improved performance.
- Contribute to building a learning culture of continuous improvement as part of the Customer Service leadership team.
- Develop and implement action plans (including training plans) to address knowledge and skill gaps.
- Prepare regular KPI, service and project related reports.
- Develop and maintain a Customer Service Knowledge Base.
- Develop, review and update all Council forms, including online.
- In consultation with the Contact Centre Team Leader, develop, build and maintain a Contact Centre IVR which includes provision for real time announcements/messages and self-service options for customers.
- Develop, review and document Customer Service business processes, in conjunction with process owners and other key stakeholders.
- Produce and analyse statistical reports to monitor existing performance and to identify performance improvement strategies and targets.
- Develop and support data capture and data management processes to support the delivery of process improvements and/or projects.
- Collaborate and communicate effectively with Customer Service staff and other stakeholders in leading change projects.

Continuous Improvement / Quality & Performance Measurement

- Advocate and lead the development of eBusiness solutions to drive improved performance and customer experience.
- Administer Council's Customer Request Management (CRM) system including acting as the lead for testing, training and ongoing development.
- Act as "Application Owner" for systems and databases in the Customer Service Area.
- Support the development of continuous improvement skills across the Customer Service Group through training, coaching and feedback.
- Lead the embedding of a results focussed and continuous improvement culture.

- Collaborate with and support the Customer Service Team Leaders and staff to deliver service improvements.
- Develop and execute a Customer Service Channel Strategy to drive improved customer satisfaction and internal efficiency across all customer channels (e.g. phone, face-to-face, online).
- Develop systems and procedures and initiate work flow and process improvement activities for Customer Service.
- Establish a Quality Management Framework for the Department.
- Conduct periodic internal service reviews to determine opportunities to drive greater efficiency and re-engineer work practices for improved service performance and customer outcomes.
- Develop, establish and monitor service level agreements of the Customer Service Department in conjunction with key stakeholders across the organisation.

Leadership

- Provide direction, empower, motivate and develop others in order to achieve Customer Service and Council strategic goals and objectives.
- Champion strategic, end to end process initiatives within the Customer Service unit and across Council, as required.
- Foster a partnership approach to working with the other teams across Council.
- Assist with the facilitation of team sessions to encourage involvement and understanding of all aspects of change.
- Coach and mentor team members to facilitate competency development to deliver excellence in customer service.
- Provide direction and motivate team members to ensure work output targets and Council goals and objectives are achieved/exceeded.
- Manage team member performance through the provision of relevant and appropriate formal and informal feedback.
- Assist with recruitment and selection of staff as required.

Training and Development

- Prepare facilitate, monitor and evaluate all Customer Service training.
- In conjunction with Team Leaders, assess training needs for new and existing employees in the Customer Service team.
- Lead, develop and manage the Customer Service staff on-boarding program.
- Develop training aides to enhance speed to competency of staff.
- Facilitate learning through a variety of delivery methods including class room, online training and on the job coaching.

Project Management

- Define, scope, plan and manage Customer Service project delivery and represent Customer Service on Council wide projects.
- Manage business process improvement projects to an agreed project plan.
- Ensure risks and issues are identified and communicated in a timely fashion.
- Work collaboratively across the organisation to resolve complex issues.
- Ensure the Customer Service leadership team and other key stakeholders are kept informed across relevant activities.

Relationships - (Internal & External)

- Liaise with external parties (e.g. vendors) on behalf of the organisation as required.
- Establish and maintain an active network across the industry and beyond, and participate in benchmarking opportunities to ensure Inner West Council Customer Service is achieving best practice.
- Perform other tasks as directed by Manager.

Financial Management

- Contribute to the business planning and budget process.
- Contribute to regular reporting via the quarterly budget review process.
- Develop business cases to support Customer Service initiatives and projects.

KEY RELATIONSHIPS:

Internal:All Council Staff

External: Customers, Residents, Business Owners, Contractors & Suppliers

WORK HEALTH AND SAFETY RESPONSIBILITY STATEMENT SUPERVISORS / TEAM LEADERS / GANGERS

LEVEL 5

Level 5 Supervisors, Team Leaders and Gangers have the responsibility to ensure that they perform their duties in accordance with their job description, Council's policies, procedures and safe working practices and comply with Work Health & Safety legislation. They must also ensure employees and non-employees within their area of control comply with the Work Health and Safety legislation in performing their stated duties in accordance with Council policies, procedures and safe work practices. These responsibilities are performed by:

Responsibilities	Performance Measures
<ul style="list-style-type: none"> Ensuring all appropriate actions are taken to implement the Health and Safety policy, procedures to satisfy legislative requirements. 	<ul style="list-style-type: none"> Evidence of promotion of, and conformance with, Council policies and procedures
<ul style="list-style-type: none"> Ensuring regular monitoring of Health and Safety performance in the area of their responsibility. 	<ul style="list-style-type: none"> Conducting Workplace inspections, development of a hazard register, conducting Audits where appropriate. Analysis of accident/incident trends Regular team meetings Use of the hazard reporting process
<ul style="list-style-type: none"> Commitment to WH&S 	<ul style="list-style-type: none"> Visibly showing commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections etc
<ul style="list-style-type: none"> Undertaking accident/incident investigations 	<ul style="list-style-type: none"> Evidence of documented and signed accident investigation forms
<ul style="list-style-type: none"> Liaising with Health and Safety representatives in relation to workplace Health and Safety issues. 	<ul style="list-style-type: none"> Regular meetings with WH&S rep
<ul style="list-style-type: none"> Improving health and safety performance 	<ul style="list-style-type: none"> Initiating action based on audit, inspection results and feedback from staff
<ul style="list-style-type: none"> Undertaking regular inspections to assist in the identification of hazards 	<ul style="list-style-type: none"> Development of a schedule of inspections Completed inspections
<ul style="list-style-type: none"> Attending health and safety meetings 	<ul style="list-style-type: none"> Evidence of signed/ documented minutes
<ul style="list-style-type: none"> Providing new employees with Health and Safety induction training and specific job training where required 	<ul style="list-style-type: none"> Employee inductions complete. Evaluation of induction by employees
Responsibilities	Performance Measures
<ul style="list-style-type: none"> Facilitating rehabilitation for injured employees 	<ul style="list-style-type: none"> Evidence of signed return to work programs Selected duties register
<ul style="list-style-type: none"> Ensuring employee awareness of Health and Safety management systems and specific workplace hazards 	<ul style="list-style-type: none"> Regular documented meetings with staff Conducting random inspections to ensure that correct WH&S procedures are being implemented by staff
<ul style="list-style-type: none"> Providing a clear definition, in writing, of all work procedures 	<ul style="list-style-type: none"> All work instructions are documented and provided to staff with explanation
<ul style="list-style-type: none"> Developing health and safety procedures 	<ul style="list-style-type: none"> Development of specific procedures where required
<ul style="list-style-type: none"> Knowledge of WHS and related legislation 	<ul style="list-style-type: none"> Attendance at training sessions

Applicant Declaration

I, have read and understood the position description for the
Coordinator Service Support and Development as detailed in this document.

Signature:

Date: / /