

Position Description

Title: Coordinator Customer Service (Position 1079)	Award Classification: Band 3, Level 2
Department: Community Partnerships	Salary Classification: Grade 5
Tenure: Permanent Full Time	FTE: 1

Context:

Reporting to the Manager Community Partnerships, the Coordinator Customer Service is pivotal to creating a positive and professional image of Council. The Coordinator is responsible for ensuring the Customer Service Unit delivers accurate, relevant and timely information to internal and external customers.

Role Purpose:

The Customer Service Unit is often the first point of contact for customers of Kempsey Shire Council and delivers a wide range of services across several functions. The Coordinator Customer Service is responsible for managing the Unit and ensuring the day to day operations of the Customer Service Centre, incorporating Call Centre, front counter, receipting and administrative services are carried out.

Key Accountabilities:

- Lead, manage and develop Customer Service staff to always deliver efficient, appropriate and relevant service to internal and external customers.
- Collate and assess data on the level of service provided, volume of enquiries managed and accuracy of response to report on the team's performance against adopted service levels.
- Create a culture of continuous improvement within the team, including assessment of training needs as well as opportunities for process improvement and cross skilling.
- Build relationships with business units across Council to identify and develop opportunities for improved service delivery and the ability for Customer Service staff to be able to resolve enquiries at first point of contact.
- Day to day management and supervision of the team including but not limited to rostering, staff performance management, attendance, leave requests and staff recruitment.
- Review and implement improved knowledge management and internal briefing systems to enable staff to provide customers with information that is accurate and in accordance with relevant legislation and policy documents.

- Consult, advise and negotiate solutions to resolve complex or outstanding issues and escalate customer enquiries as required to specialist staff.
- Assist the Manager Community Partnerships to plan for, monitor and review budgets and financial targets
- Develop, mentor and coach staff to achieve goal orientated outcomes through formal and informal performance reviews.
- Perform other reasonable duties as directed by the Manager Community Partnerships or their delegate

Core Competencies:

- Relevant qualifications in Customer Service, Business Administration or related discipline
- Demonstrated and appropriate industry experience in customer service
- Demonstrated ability to effectively lead, manage, supervise and influence staff
- High level interpersonal, communication and networking skills to build relationships with internal and external customers

Supervision Received:

This role reports to the Manager Community Partnerships.

Supervision Exercised:

The following roles report to the Coordinator Customer Service:

- Senior Customer Service Officer
- Customer Service Officer (x8)

Role Authorisation:

.....(Director Signature) Date

Role Acceptance and Accountabilities:

The work of the role has been discussed and explained to me and I expect to be held to account for work performed in accordance with this role.

.....(Role Incumbent's Signature) Date