

Position Description

Title: Customer Service Officer (Position 5005, 5011, 5014, 5035, 5225, 5240)	Award Classification: Band 2, Level 1
Department: Community Partnerships	Salary Classification: Grade 3
Tenure: Permanent Full Time	FTE: 1

Context:

The Customer Services Centre is designed to deliver high standards of service and community contact with our customers. The one stop shop/call centre aims to provide superior customer service, fast response times, responsive systems and a central point of contact for customers across most functions of Council. Staff involved in the centre must have a strong customer focus as they actively work towards making ongoing improvements to service delivery.

Role Purpose:

The position of Customer Service Officer is one of extreme importance to Council, as the role can impact positively on how the entire organisation is viewed by the community. The nature of the work involves meeting customer needs and exceeding customer expectations, through the provision of efficient and courteous service to internal and external customers. This challenging role is to be undertaken in a busy work environment which requires staff to balance competing priorities, available resources and regulatory constraint.

Key Accountabilities:

- Protecting and enhancing the positive image of Council and providing high levels of service to all customers
- Providing a friendly, courteous and responsive central point of contact for customer enquiries, transactions and customer action requests (work orders)
- Resolving customer service enquiries and complaints (face to face, written, phone) through accurate and efficient personal attention
- Escalating customer action requests to the appropriate corporate or operational section of Council or specialist staff member
- Performing administration and cashiering duties including receipting, balancing and banking

- Providing accurate information to customers on current issues, practices and procedures relevant to all Council's services
- Maintaining effective communication between all service groups and the Customer Services Centre
- Following up and resolve outstanding issues, including those referred to specialist staff
- Ensure compliance with relevant Council Policies.
- Promoting high levels of Customer Service
- Perform other reasonable duties as directed by the Manager Community Partnerships or their delegate.

Core Competencies:

- Certificate III in Business Administration, or other relevant field.
- A positive, cooperative, flexible and friendly approach
- Demonstrated commitment to the provision of quality customer service
- Demonstrated high level communication skills, both written and oral
- High level computer skills using Microsoft Office including Word, Excel, and Outlook, with an ability to learn other key applications utilised within Council (HPE Records Manager, CivicView)
- Demonstrated commitment to Council's values
- Previous call centre or customer service centre experience would be an advantage
- Experience in cash receipting, cash handling and banking procedures
- Proven ability to interpret/comprehend written documents
- Demonstrated ability to complete administrative tasks with a high degree of accuracy, in a timely manner and able to cope well under pressure
- Ability to work with minimum supervision and as part of a multi-disciplinary team
- Ability to adapt to a changing work environment.
- Knowledge of and commitment to Equal Employment Opportunity Principles
- Hold and maintain a current NSW Driver's licence.

Supervision Received:

This role reports to the Coordinator Customer Service.

Supervision Exercised:

Nil.



**“Lead and work with
our community to build an
inspired, connected
Macleay Valley”**

Role Authorisation:

.....(Manager 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