

## POSITION DESCRIPTION

### Our Values:



<b>Position title:</b>	Customer Engagement Officer
<b>Position code:</b>	2467
<b>Name:</b>	Vacant
<b>Section:</b>	Commercial Services
<b>Position reports to:</b>	Business Development Coordinator
<b>Band and Level:</b>	Band 2 Level 1
<b>Salary grade:</b>	Grade 9
<b>Staff management:</b>	Nil
<b>Budget responsibility:</b>	Nil
<b>Primary function:</b>	

You will be responsible for customer engagement and sales in the Commercial Services department including waste services and retail, quarry, airport, memorial gardens and crematorium.

### Person Description:

- The right person for this role will be self-motivated, proactive, observant and aware
- They will have a clear understanding of sales and marketing activities in a commercial environment
- They will be a good, positive communicator and a good listener and will welcome and provide opportunities for input from all members of the team
- They will be a role model for safety and recognise that they set the standard for the team and will actively encourage staff to participate in hazard identification and risk control
- They will have the ability to prioritise and schedule work and meet deadlines
- They will have time management skills
- They will have a clear focus on customer satisfaction
- They will have the ability to identify problems and to seek solutions
- They will have excellent written and verbal communication skills and the ability to communicate professionally and effectively with people from all backgrounds
- They will not accept the status quo and will be constantly pursuing better ways of doing things
- They will be an advocate for change
- They will embody Council's values


**Responsibilities and duties:**

- Organise resources to meet the requirements of the business and to achieve Council's goals
- Maintain effective communication and relationships with relevant stakeholders as per the Business Development stakeholder chart
- Deliver exceptional customer service and engagement across all commercial services activities
- Ensure working environment, plant and equipment are presented in a clean, safe and operational manner
- Deliver marketing and sales activities to support business development activities
- Comply with regulatory requirements of the sites
- Work as per the Be, Do, Know Leadership model

**Entry level requirements:**

- Demonstrated experience in a marketing and sales
- Deliver sales activities and ability to generate maximum revenue for Council
- Ensure that corporate records are fully and accurately captured and maintained to comply with legislative requirements and business needs
- Computer skills relevant to the requirements of the role, including Microsoft Word, Excel and Outlook
- Provide exceptional service to Commercial Services Customers
- Extensive knowledge in at least one of the Commercial Service businesses ( waste, quarry, airport, memorial gardens)

**Qualifications and experience:**

- Relevant Certificate III qualification or equivalent, together with relevant industry experience
  - C Class Drivers Licence
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## SKILLS STEPS

### STEP 1

- 1.1 Maintain effective workplace relationships via regular meetings and discussions with staff
- 1.2 Identify, clarify, resolve and provide reports on problems
- 1.3 Plan schedules to meet the requirements of the business
- 1.4 Plan and organise work to achieve identified team goals with regard to budget and productivity targets
- 1.5 Apply conflict resolution strategies as required
- 1.6 Organise and provide information in response to requests
- 1.7 Develop strong relationships with internal and external stakeholders and customers
- 1.8 Promote team effectiveness by use of the Be, Do, Know model
- 1.9 Promote a positive public image for Commercial Services

### STEP 2

- 2.1 Participate in the production of brochure and marketing materials
- 2.2 Provide input into standard reports for managers regarding marketing and business development activities
- 2.3 Deliver sales and promotion activities to assist in achieving budget and sales goals
- 2.4 Provide input into marketing strategies and make recommendations to the Business Development Coordinator
- 2.5 Deliver marketing and sales activities for Commercial Services

### STEP 3

- 3.1 Contribute to workplace planning of operations
- 3.2 Assist in the implementation of customer service strategies
- 3.3 Provide an advisory service to customers
- 3.4 Contribute to business development reporting
- 3.5 Understand the products and services provided by each of the Commercial Services sites

### STEP 4

- 4.1 Provide input to marketing improvements across Commercial Services
  - 4.2 Assist in the development of strong customer service strategies for Commercial Services
  - 4.3 Assist in improving the effectiveness of marketing and business development activities across Commercial Services
  - 4.4 Regularly meet sales targets to achieve optimum business for Commercial Services
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