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|  **LCClogoWithText** | **Position Description** |
| **Position Title** | **Team Leader - Customer Service**  |
| **Division** | Finance & Assets Department  |
| **Department**  | Customer Service  |
| **Reports to** | **Chief Finance & Information Officer**  |
| **Current Status** | Permanent Full-time |
| **Band/Level** | 2/2 |
| **Grade** | 11 |  |
| **Step**  | Entry – Step 4 |
|  |  |
| **Last Reviewed** | 19 June 2018 |
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| **Conditions of Employment** | The employee will work within conditions detailed within the NSW Local Government (State) Award and the Council Policies/Systems including, but not restricted to:\* Council's Salary Administration System\* Council’s Human Resource Policies and Procedures\* Council's Code of Conduct\* Equal Employment Opportunity\* Equity & Access to Training\* Performance Appraisal System |
| **Work Health and Safety (WHS)** | The employee who occupies this position must abide by Council’s WHS policies and procedures as described in Council’s WHS Manual. The employee must participate in the completion of relevant WHS/Risk documentation and take all reasonable and practicable steps for their own health and safety and of others affected by their actions at work. |

**Position Summary**

* To help promote the image of Council as professional, efficient, courteous and caring and to act as the initial point of contact in welcoming customers, responding to enquiries and complaints and in gathering and providing relevant information.
* To provide leadership to customer service team and to ensure the provision of quality customer service to internal and external customers is delivered through the co-ordination of the activities of staff in the Customer Service Unit.
* To ensure the effective working relationship with other departments within Council.

**Specific Duties and Responsibilities**

The position is responsible for providing and ensuring quality front-line customer service functions as part of the Customer Service Team. This includes telephone, counter duties, cash receipting and a range of clerical duties which include, but are not limited to, the following;

* Receive and deal with complaints and requests for information or services by clarifying customer needs and responding appropriately to the requirements of each customer and recording actions. This *may* involve seeking or forwarding information on to the appropriate officer to ensure the customer’s needs are dealt with consistently and accurately.
* Provide contact details for interpreters or for special access to services for non-english speaking background customers or those with disabilities.
* Actively implement Council’s EEO policies and procedures to ensure there is no bias or unfair discrimination occurring in the provision of services to a diverse range of customers.
* Assist customers with enquiries, through the provision of information and completion of forms
* Receive and Manage bookings for hire of Council Facilities and advise application of availability and the applicable charges and condition of the hire arrangement. This will be completed under the guidelines of SWP 3.1 Customer Service Practices and Customer Service Policy 4.6.
* Accept, receipt and register Applications including Development Applications, Construction Certificates; Combined Development Application/Construction Certificates, Complying Development Applications. Ensure accuracy of applications and plans, and calculate fee’s accordingly.
* Produce and supply quotes for all types of Development Applications.
* Receipt and process Building Certificates through liaison with the relevant Council officer. This will be completed under the guidelines of SWP 3.2 Certificates.
* Register and note the lodgement of Subdivision Plans and forward to the Records Department for registration in Dataworks.
* Process Outstanding Notices and Orders (735A) (121ZP) certificates and forward to applicant. This will be completed under the guidelines of SWP 3.2 Certificates.
* Process 602 and 603 certificates and forward to Finance for authorisation. This will be completed under the guidelines of SWP 3.2 Certificates.
* Receive and forward names for Greenwaste and Bulk Clean up requests.
* Maintain the Companion Animals Register after receipt of the appropriate documentation and mail to animal owner/s.
* Receipt and balance payments and remittances arising from the counter; via the daily mail and from external and internal collection agencies. Report any discrepancies to the Finance and Corporate
* Prepare banking on a daily basis and transfer cash to the security company.
* Prepare outgoing daily mail for Australia Post to collect.
* Prepare monthly postal accounts for payments
* Receive and complete change of address for property information
* Produce Valuers Reports on a monthly basis and raise appropriate fee when applicable.
* Open and close public entrance to the administration centre.

**Specific Supervisory Responsibilities**

This position directly supervises the following positions;

Customer Service Officers

- *up to 5 Full Time Equivalent Positions and one 21 hour position*

The following is a list of Supervisory Responsibilities specific to the position;

* Oversee the day to day staffing of the Customer Service Unit and monitor individual staff and team performance in responding to and providing follow through of enquiries, complaints, and requests of a diverse range of customers.
* Build effective relationships with Managers, Customer service Officers and staff in other departments to enable staff to access appropriate information or make referrals, where appropriate.
* Facilitate staff to work co-operatively and flexibly as team members through the development of fair work rosters and consistent work practices that ensure that there is adequate coverage of services at all appropriate times and particularly during peak periods of demand.
* Supervise and prepare draft replies and correspondence and ensure processing of all paperwork including day rosters each week, timesheets, variations to staffing, general mail and filing is complete.
* Allocate team workflow.

**Core Duties and Responsibilities**

Following is a list of duties and responsibilities that are required in this position, as well as other positions within the organisation;

* Processing Customer Enquiries
	+ Receive customer enquiries is a courteous and efficient manner
	+ Research, assess and respond to customer enquiry within an appropriate timeframe
* Operate Office Equipment
	+ Operate various office equipment items including photocopier, facsimile machine, heat binder, and shredder.
	+ Operate telephone equipment for incoming and outgoing calls.
* Operate Personal Computer in the completion of routine tasks;
	+ Utilise personal computer to create, modify and complete documents, using various computer programs.
* Work Health and Safety Supervisor Responsibilities
* Consult on Health and Safety Matters
* Manage and contribute to development, implementation and review of Council’s WHS Management System
* Provide to Unit Coordinator / Manager annual WHS budgeting projections
* Ensure safety systems are implemented to address legislative compliance
* Ensure adherence to developed SWMS / RA and SOP’s
* Ensure new workers and internal transferees attend WHS inductions (Corporate and Workgroup)
* Ensure staff are provided with necessary instruction, training, information and supervision to enable works undertaken to be carried out safely
* Ensure that all equipment purchased meets Council’s WHS requirements
* Ensure Council’s Contractor Management Procedure is adhered to
* Participate in incident and injury review, corrective actions and close outs
* Ensure remedial and corrective actions are implemented to prevent reoccurrence
* Ensure compliance with Council’s Injury Management Procedure
* Participate in audits and workplace inspections as required
* Ensure WHS issues, information is disseminated as required
* Conduct WHS performance review of direct reports
* Implement disciplinary actions for breaches in accordance with relevant Award and council procedure
	+ Provide ‘On-the-Job’ Training
		- Provide Information Overview of Work Area
		- Prepare for Training
		- Deliver Training
		- Review Training
	+ Provide Leadership and Support
* Maintain Staff Performance
* Maintain a Team Environment
* Address Work Issues
* Enhance Communication
* Undertake Annual Staff Appraisals
* Problem Solving
* Recordkeeping Responsibilities
* The incumbent is to undertake responsible and accountable practices for keeping full and accurate records and information for all corporate activities and decisions
* Prioritise and complete allocated Recordkeeping activities

**Signatures**

I agree to the requirements of this Position Description.

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Employee Date

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Supervisor Date

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Manager Date

**Selection Criteria**

**Essential**

* Extensive experience in the delivery of quality customer service to internal and external customers
* Excellent written and verbal communication skills
* Experience in cash receipting and reconciliations
* Sound knowledge of the structure and functions of Council
* Skills in supervising and leading a team of staff
* Experience in team building and team development
* Experience in the organisation of staff rosters
* Proficiency in the use of a variety of computer applications including Microsoft Office and Dataworks
* Sound knowledge of operating a telephone switchboard
* Commitment to Work Health and Safety
* Class C Drivers Licence
* Demonstrated commitment to the principals of honesty and integrity

**Desirable**

* Basic knowledge of relevant Local Government related Legislation
* Basic understanding of the Local Government (State) Award 2017
* Formal qualifications or training in a related area ie. Office Administration, Supervision etc.
* Skills and/or experience in conflict and dispute resolution