

Position description

Customer Service Officer

Division:	Liveable Communities
Department:	Customer Experience
Reports to:	Senior Customer Service Officer
Number of direct reports:	Nil
Location:	Forster/Taree/Gloucester/Stroud/Tea Gardens
Grade:	Grade 6
Employment status:	Permanent Full Time/Part Time/Casual
Hours of work:	Various
Date approved:	

Our Mission

“We deliver benefits for our community in a way that adds value and builds trust”.

Our Values

Organisational values are a critical component of our organisational culture. Council staff and management have created and adopted the following set of organisational values which help guide our decisions and behaviours.

Wellbeing	We value safety, security, health and happiness
Integrity	We are open, honest, accountable and take pride in all we do
Sustainability	We use efficiencies, innovation and cooperation to achieve sustainable results
Respect	We work together respectfully ensuring inclusion, equality and open communication

Position Overview

As the first point of contact with our customers, both internal and external, this position is responsible for promoting Council as a friendly and professional organisation.

The position is one of a team and is responsible for delivering all types of customer transactions and services, providing timely, accurate information and assistance to the customers and ensuring a consistent, quality customer experience through multiple channels and contact centres.

Key Accountabilities & Duties

- Create a positive relationship in all customer interactions, maintaining a professional and friendly manner and ensuring customer satisfaction as a priority.
- Dealing with difficult customers and a diverse range of customers with varying needs in a professional, timely and accurate manner.
- Ensure legislative and Council policies and procedures are applied accurately and consistently.
- Demonstrate a high level of flexibility to handle multiple tasks across all customer contact channels. Participation in on-the-job training and engaging in job rotation is required.
- Work with and share information with other team members to ensure a consistent quality of service across all customer contact channels.
- Conduct the transactional business of Council accurately and efficiently, including cashiering functions and security of daily takings, and perform administrative activities to support the provision of service delivery.
- Ensure customer information, documentation and requests are recorded accurately and in accordance with required standards, legislation and policies across all relevant systems.
- Contribute to the development of new ideas, including the identification of opportunities to improve the efficiency of work processes and the implementation of changes in the workplace, that will also contribute to a positive team environment.
- Work Health & Safety - All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation. Staff are also required to adhere to Council's relevant safe work instructions, policies and procedures.
- Equal Employment Opportunity (EEO) - All Council staff are required to adhere to Council's EEO policies and procedures.
- Delegations - All Council staff are required to comply with the financial and operational delegations issued to them as per Council's delegations register.
- Other duties within the employee's skill, competence and training level, as required to meet business needs.

Essential Requirements





1. Cert III or above in Customer Engagement / Business Administration or demonstrated experience within a high volume customer contact centre.
2. Demonstrated ability to acquire knowledge and new skills, navigate a variety of computer systems and to adapt to continual changes in process, practice and technology, quickly.
3. Demonstrated experience in cash handling procedures, including the ability to recognise and resolve errors in transactional activities.
4. Highly developed communication skills including strong written communication skills and ability to liaise effectively with the general public and staff at all organisational levels.
5. Demonstrated conflict resolution and negotiation skills and the ability to explore and problem solve quickly ensuring nothing in your response is left in doubt.
6. Demonstrated ability to meet the focus capability requirements of this position as defined in the position capabilities.
7. Current Class C Drivers Licence

Position Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose.

More detailed descriptors of capabilities are available at: <http://capability.lgnsw.org.au/?staff-member>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Foundational
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Intermediate
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational

ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary.

Employee's Signature:

Date:

HR USE ONLY

Is a Working with Children Check required for this position?

Yes ☐ No ☒

Is a criminal record check required for this position?

Yes ☐ No ☒