

## Position description

### Senior Customer Service Officer

Division:	<b>Liveable Communities</b>
Department:	<b>Customer Experience</b>
Reports to:	<b>Coordinator Customer Contact</b>
Number of direct reports:	<b>12</b>
Location:	<b>Forster / Taree</b>
Grade:	<b>Grade 8</b>
Employment status:	<b>Permanent Full Time</b>
Hours of work:	<b>35</b>
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.

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

### Position Overview

Reporting to the Coordinator Customer Contact, the Senior Customer Service Officer will assist in the management of the Customer Contact Centre and is responsible for staff supervision and administration of all customer service functions within the Customer Contact Centre. This position is critical to ensure the team's response is correct, consistent and professional and follows agreed organisational workflows and meets statutory requirements.

The Senior Customer Service Officer will work closely with other senior staff within the Customer Experience team to improve processes and ensure a consistent customer experience across all Centres.

## Key Accountabilities & Duties

- Staff leadership and management including performance management and reporting.
- Ensure all Customer Experience department work systems, procedures and practices are adhered to and work is processed in accordance with appropriate service standard timeframes.
- Participate in the review, development and improvement of work systems, procedures and practices to ensure customer needs are met.
- Coordinate daily coverage of the Customer Contact Centre and all back office administrative functions to ensure appropriate standards and acceptable timeframes can be achieved.
- Participation in on-the-job training and engaging in job rotation is required.
- Participate, and where required, coordinate team meetings and briefing sessions.
- Identify individual and team training and development opportunities to develop and refine skills, abilities and knowledge.
- Maintain up-to-date knowledge of legislation, policies, procedures, events, activities and changes to Council operations in order to provide accurate information and assistance to customers.
- Conduct the transactional business of Council accurately and efficiently including cashier duties.
- Promote Council's brand by being positive, engaging and consistently delivering quality services.
- Contribute to a positive team environment that is inclusive and tolerant of ideas and activities, that build trust within the team and showcase the value of the Customer Experience team.
- On behalf of the Coordinator Customer Contact, investigate and prepare responses to customer correspondence, complaints and feedback as they relate to the Customer Experience team.
- Other duties as with the employee's skill, competence and training as directed and in accordance with the Local Government (State) Award.
- 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. Tertiary qualifications in Customer Engagement, Business Administration or similar field, ideally at Certificate IV level and/or relevant significant work experience.
2. Proven previous experience managing systems, job rotation and rostering, ensuring staffing levels are adequate to address demand.
3. The ability to engage and work closely with all senior staff within the Customer Experience team to ensure knowledge and procedural documentation are reviewed, remain current and include planned approaches to team training and development.

4. Highly developed verbal, written and interpersonal skills, including negotiation and conflict resolution and ability to liaise effectively with the general public and staff at all organisational levels.
5. Demonstrated experience in cash handling procedures, including the ability to recognise and resolve errors in transactional activities.
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.

The Local Government Capability Framework is 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
	<b>Act with Integrity</b>	<b>Adept</b>
	Demonstrate Accountability	Foundational
 Relationships	<b>Communicate and Engage</b>	<b>Adept</b>
	<b>Community and Customer Focus</b>	<b>Adept</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	Deliver Results	Intermediate
 Resources	<b>Finance</b>	<b>Intermediate</b>
	Assets and Tools	Foundational
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational
 Workforce Leadership	Manage and Develop People	<b>Intermediate</b>
	Inspire Direction and Purpose	<b>Intermediate</b>
	Optimise Workforce Contribution	Intermediate
	Lead and Manage Change	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 ☒