

TEAM SUPPORT OFFICER - QUALITY AND PROCESS Position Description



Position number: 2543

Classification: Band 5

EA: Moreland City Council Enterprise Agreement

Department: Engagement & Partnerships

Branch: Community Engagement

Unit: Customer Service

Reports to: Unit Manager Customer Service

Supervises: N/A

Approved by: Unit Manager Customer Service

Organisational values:



Position objectives

- To provide operational support to the Customer Service team to ensure an efficient and highly productive team.
- To support the Customer Service team to meet key customer experience goals.
- To identify key operational risks and challenges in order to ensure the team meet KPI targets.
- To act as a support to staff including a strong wellbeing focus.

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Date Approved:	Date Printed:

Key responsibility areas

Team Coordination

- Coordinate start of day operations including managing sick leave & staff replacements at Customer Service Centres.
- Providing a daily task list for the Customer Service Team including e-CRS, oracle after hours, social media etc to ensure the efficient running of the Customer Service operation.
- Help ensure the team are functioning in line with operational needs and undertaking assigned tasks.

Training Management & New Campaign Coordination

- Maintain a record of all current training requirements and ensure staff are compliant with organisational requirements.
- Work with other business units across Moreland on new programs and support the coordination of these with the customer service team.
- Ensure that all staff have been trained on process changes and maintain a register of training status.

Quality, Coaching & Training Support

- Support the coaching and training of customer service staff to improve the customer experience & overall quality of service provided.
- Develop training material on core topics for customer service staff to improve skills.
- Proactively identify improvement needs across the customer service team.
- Support staff by responding to questions, escalations and by assisting on other complex tasks.

Process Improvement

- Identify process improvement opportunities within the Customer Service Team.
- Implement identified improvement changes.
- Undertake changes to the Customer Service Knowledge Base.

CRS Support

- Liaise with internal departments on Pathway CRS change requests and undertake minor changes to Pathway including where responsible/actioning officer changes or questionnaires may be added.

Administrative Support

- Provide administrative support where required including oversight of the Moreland payroll system.
- Undertake ad hoc administrative tasks as required.
- Undertake FOI requests.
- Undertake project support for Customer Service Unit Manager and Team Leaders.
- Assist with timesheet maintenance including processing of My Pay requests where required.

Employee competencies and accountabilities

Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.

- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.

Accountabilities:

- Contribute to the effective implementation of the Moreland Continuous Improvement system in the work area and achievement of quality outcomes.
- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Other duties:

- Required to undertake other duties as directed.

Organisational relationships

Internal Relationships	All staff, units and departments
External Relationships	Members of the public, government and non-government agencies

Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 5 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 5, Clause 5).

1. Accountability and Extent of Authority:

- Support the performance of the Customer Service staff through assistance with team coordination. The freedom to act is governed by clear objectives and close supervision, with frequent prior consultation with the Unit Manager Customer Service and a regular reporting mechanism. The effect of decisions and actions taken may be significant, but an avenue of appeal or review by a more senior employee is always available.
- Accountable for the accuracy of all work undertaken and the delivery of timely, accurate and effective response to enquiries where required via all media so that customers receive prompt assistance and quality information.
- Accountable for ensuring a high standard of customer service delivery and satisfaction in accordance with organisational standards.
- Establish and maintain effective relationships and partnerships to develop and maintain staff capacity - building programs and enhance existing ones.
- Identify problems in service delivery across council and show initiative in resolution of these where appropriate.

2. Judgement and Decision Making:

- All judgements and decision making are made within the council's policies, procedures, customer service standards and guidelines and where applicable precedents, usually the work is well defined but the method, technology, process or equipment to be used must be selected from a range of available alternatives.
- Duties may involve problem-solving, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience. Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and come creativity and originality is required.
- Able to interpret a customer's needs and provide the appropriate information and/or resolution and/or appropriate redirection to the responsible officer.
- Maintain integrity and confidentiality in the disclosure of any information.
- Guidance and advice would usually be available within the time required to make a choice.

3. Specialist Knowledge and Skills:

- Ability to respond to complex escalated complaints.
- An understanding of the relevant technology, procedures and processes used within the customer service unit and wider organisation i.e. pathway/CRS.
- An understanding of the role and function of the senior employees who may rely on the support of this position, an understanding of the long-term goals of the customer service unit and an appreciation of the goals of the wider organisation.
- Experience in facilitating staff training and development of training materials.
- Demonstrated understanding of customer service and quality management principles.
- Understanding of process improvement methodologies.
- Sound organisation, coordination and administrative skills.
- Ability to deal effectively with a diverse range of customers including those with special needs.
- Experience in computerised cashiering and banking procedures.
- High-level computer skills including MS Office products (a typing speed of 40 wpm is required as a minimum with 90% accuracy), database applications, website functions, customer request systems and the ability to learn other new systems quickly.

4. Management skills:

- Skills in managing time, setting priorities and planning and organising one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to work independently.
- An ability to implement personnel practices within the scope of the position including those in relation to equal employment opportunity, OHS and in the training and development of employees.
- Ability to identify, develop, implement and evaluate process improvements in a dynamic and fast paced environment.

5. Interpersonal Skills:

- Strong interpersonal skills with an ability to gain co-operation and assistance from members of the public and other employees in the administration of well-defined activities and in capacity building of other employees where appropriate.
- Well-developed communication (written, verbal and listening) skills with the ability to liaise with diverse internal and external contacts and enable immediate rapport with customers including an excellent phone manner.
- Ability to provide outstanding customer service and work co-operatively and positively in a sensitive and confidential environment.
- Ability to maintain a professional, polite and calm approach to all contacts, both internal and external and to work with other business units to assist and resolve challenging customer issues.

- High-level written skills to enable the preparation of written procedures, training materials, reports, email, customer requests and other external correspondence as required.
- Capable of providing clear verbal and written advice on complex matters.
- Able to give and receive feedback in a positive and constructive manner.
- Able to work within a diverse team environment in a spirit of cooperation and support.

6. Qualifications and Experience:

- Relevant tertiary qualification and/or extensive experience in administration, training or continuous improvement in a customer service environment.
- Experience in a complex customer service environment.

7. Physical Requirements of the position

TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	()	()	()
-below 10kgs	()	(x)	()	()
Manual handling frequency	()	(x)	()	()
Repetitive manual work	()	()	(x)	()
Repetitive bending/twisting	()	()	(x)	()
Working with arms above head	()	()	()	(x)
Lifting above shoulder height	()	()	(x)	()
Using hand tools – vibration/powered	()	()	()	(x)
Operating precision machinery	()	()	()	(x)
Close inspection work	()	()	()	(x)
Wearing hearing protection	()	()	()	(x)
Wearing eye protection	()	()	()	(x)
Working in dusty conditions	()	()	()	(x)
Working in wet/slippery conditions	()	()	()	(x)
Wearing Gumboots	()	()	()	(x)
Wearing safety shoes/boots (steel cap)	()	()	()	(x)
Working with chemicals/solvents/detergents	()	()	()	(x)
Washing hands with soap (hygiene)	(x)	()	()	()
Working at heights	()	()	()	(x)
Working in confined spaces	()	()	()	(x)
Working in chillers (+4 degrees C)	()	()	()	(x)
Performing clerical duties	(x)	()	()	()
Working on a keyboard	(x)	()	()	()
Driving cars and/or trucks	()	(x)	()	()

8. Key Selection Criteria

- Relevant tertiary qualification and/or extensive experience in administration, training or continuous improvement in a customer service environment.
- High level interpersonal skills including sound written & verbal communication skills.
- Strong background in customer service and experience in delivering process improvements in a

customer service environment.

- Experience in training and coaching staff to achieve quality benchmarks.
- Ability to manage complex escalated complaints.
- Highly organised, efficient and the ability to operate autonomously.