

# Customer Service Officer

## Position Description



**Position number:** 320, 540, 630, 3744, 3745, 3746, 3747, 3748

**Classification:** Band 4

**EA:** Moreland City Council Enterprise Agreement

**Department:** Engagement and Partnerships

**Branch:** Community Engagement

**Unit:** Customer Service

**Reports to:** Customer Service Team Leader

**Supervises:** NA

**Approved by:** Manager Community Engagement

### Organisational values:



## Position objectives

Our goal is to provide an outstanding customer experience to all customers who engage with Moreland City Council, whether that be by phone, face to face or via our digital channels.

Our residents are at the centre of everything we do and our focus is on resolving the customer's query in an empathetic, efficient and professional way. We show care and compassion to our residents and we aim to deliver service excellence as part of the commitment we have made to the community through the Moreland Promise.

Where we cannot resolve a query at the first point of contact, we work closely with our colleagues across the organisation to ensure the customer's issue is communicated clearly and to the right team to manage a customer's needs.

Customer Service Officers (CSO's) are also responsible for managing customer complaints. While these are often challenging, we work to resolve these efficiently and in line with Moreland's values. We see complaints as an opportunity to improve our organisation's effectiveness and to re-build confidence and trust with the community.

## Key responsibility areas

CSO's aim to provide excellent customer service through positive, empathetic and professional engagement with the community. CSO's are also champions of service excellence within the organisation and provide leadership in community response and assistance. They do this by undertaking the following key responsibilities areas.

### Key Customer Service Tasks:

- Provide accurate, efficient and friendly service in line with the Customer Service Quality program with an aim to provide 1st Contact Resolution for customers.
- Where a customer query cannot be immediately resolved, accurately enter all information relating to their request on Moreland's CRM Pathway
- Work to resolve complaints in an efficient, timely and customer centric manner that is in line with Moreland's values
- Act as a resource to customers seeking information about the range of services available to the Moreland community
- Act as a role model for the objectives of the Moreland Customer Promise
- Meet any key performance indicators and/or targets set for the customer service team or on an individual basis
- Maintain confidentiality on appropriate matters and adhere to Council's policies, in respect to the giving and receiving of information

### Contact Centre, Digital & General Tasks:

- Respond to queries raised by customers contacting us by telephone & providing an exceptional customer experience
- Provide responses to residents engaging via social media ensuring that information is communicated clearly and in line with Moreland values
- Engage with customers contacting us via webchat and operate multiple chats simultaneously as per Moreland guidelines focussing on efficiency and quality customer service

**DATE CREATED:**

**DATE MODIFIED: June 2021**

**DATE APPROVED:**

**DATE PRINTED:**

- Assist with e-CRS' and other electronic communication forms
- Respond to customer queries that are sent via email, letter and other means

#### **Counter Tasks:**

- Receive visitors to Council Offices
- Oversee the various foyer areas and ensure customers are managed effectively, including during busy wait periods
- Greet customers who are arriving for internal meetings & ensure they receive a high quality experience
- Receive and process payments from customers such as rates and infringement payments
- Ensure strictest adherence to all cash & payments handling procedures
- Receive inwards goods such as courier deliveries
- During quiet periods, undertake work as required including on digital customer service queries such as social media, e-CRS and After-Hours
- Receive sharps containers and manage in accordance with required procedures
- Promote a positive image of the council through professional standards of personal presentation
- Undertake other customer service related tasks as required

#### **Team Work:**

- Help to create a positive, collaborative & supportive work environment
- Support the development of new staff to Moreland and provide guidance to colleagues where needed in order to create a better overall customer experience
- Value the work effort of your colleagues and engage in ways that will create a strong team environment
- Participate in team meetings, including any meetings held after hours on a weeknight where possible
- Give and receive feedback to and from team members in order to improve the level of service to staff and customers
- Attend training and staff development activities as agreed both on a team and an individual basis
- Build collaborative relationships with other departments by performing regular duties while based at various locations across Moreland Council where agreed

## **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 Liaison:** All council staff

**External Liaison:** All customers  
Various community agencies  
All those who have direct contact with Moreland City Council

## **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 4 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 4, Clause 4)

### **1. ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- Providing a quality customer experience across all channels by being empathetic, responsive & efficient in the management of customer queries & complaints in line with our Quality Program and the Moreland Promise
- Accepting and accurately recording customer requests and complaints using Pathway CRS, GEO More Maps, ePathway, info@moreland, SMS, Social Media and other technologies as these are introduced.
- Accurate receipting, processing and balancing of customer payments
- Meeting all performance targets established for the Customer Service Team

- Complying with all standards, procedures & guidelines applicable to Moreland City Council and the Customer Service Unit including personal presentation, as well as the display and promotion of our Moreland Values
- Authorised to engage with other business units in order to manage customer requests

## **2. JUDGEMENT AND DECISION MAKING:**

- Make sound judgements when managing customer queries in accordance with training received and Moreland policies, procedures and guidelines
- Exercise sound judgement in situations where conflict may arise and seek assistance when required
- Escalate in line with Moreland procedures any discrepancies in balancing of floats as they occur
- Be flexible and exercise initiative in decision-making

## **3. SPECIALIST KNOWLEDGE AND SKILLS:**

- Ability to provide high standards of customer service in a complex and challenging environment
- Ability to operate a range of technology associated with the position across the Customer Service engagement channels including the contact centre, counters and digital platforms
- Ability to clearly communicate the detail of Council functions, structure, policies and initiatives
- Ability to deal with demanding customer situations and resolve complaints calmly and confidently
- Ability to think clearly and logically under pressure
- Ability to prioritise demands in a fast-changing environment
- Cash handling skills and an understanding of cashiering processes for reconciliation and balancing of financial transactions
- Ability to be empathetic and demonstrate effective listening skills with customers
- Keyboard and computer skills (including Microsoft Office Suite) for the recording of customer requests

## **7. MANAGEMENT SKILLS:**

- Ability to manage own time and planning and organising one's own work
- Adopt a flexible, adaptable approach to work to meet changing demands and service delivery approaches with the ability to adjust to job and/or task rotation and working hours
- Ability to manage competing tasks such as phone queues with other tasks, always ensuring focus on the customer and minimising wait times
- Ability to initiate appropriate organisational action to ensure the customer receives the best possible service
- Ability to provide new employees with on-the-job training and guidance to assist in the further development of the customer service team.

## **8. INTERPERSONAL SKILLS:**

- An ability to work effectively within a team environment.
- Self-starting and motivated
- Excellent verbal and written communication skills with the ability to gain cooperation, support and assist our diverse community by telephone, in person and via digital channels utilising interpreting services when applicable
- Ability to gain the co-operation of other Council staff to respond to customer enquiries
- High level of discretion and confidentiality when dealing with community members
- Ability to deal with challenging customer situations calmly and confidently
- Commitment to service improvement and personal development
- Ability to learn new systems and processes quickly
- Written communication skills to enable the preparation of standard correspondence and reports for approval by more senior staff if required

## 9. QUALIFICATIONS AND EXPERIENCE:

- Previous experience in Customer Service and Contact Centre environment in both face-to-face and high-volume telephone customer services
- Understanding of computer systems and related applications
- Languages other than English will be an advantage

## 10. 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	( )	( )	(x)	( )
-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/slippy 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)	( )
Other (please specify)_____	( )	(x)	( )	( )

Other special features (e.g. nature of chemicals, travelling requirements, etc):

Contact centre activities and travel between sites

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## 11. KEY SELECTION CRITERIA

- Previous experience in a Customer Service and Contact Centre environment
- Excellent verbal and written communication skills
- Experience in a face to face service environment with cash handling skills and an understanding of cashiering processes for reconciliation and balancing of financial transactions
- Highly motivated individual with an interest in working in a local government organisation to deliver outstanding service to the community
- Ability to manage challenging customer situations calmly and confidently
- Keyboard, systems and computer knowledge, including typing skills to a high standard and an ability to learn new systems and processes quickly