

Customer Service Team Leader

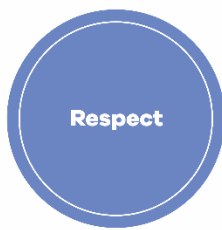
Position Description



Moreland
City Council

Position number:	2205
Classification:	Band 6
EA:	Moreland City Council Enterprise Agreement
Department:	Engagement and Partnerships
Branch:	Community Engagement
Unit:	Customer Service
Reports to:	Unit Manager Customer Service
Supervises:	Customer Service Officers
Approved by:	Manager Community Engagement

Organisational values:



Position objectives

- As a member of the customer service leadership team, set standards, goals and drive improvements within the customer service team
- Ensure a positive culture by providing guidance, support and leadership to front line staff
- Manage and oversee the customer service team staff with a focus on ensuring the highest quality customer experience and strong team wellbeing.

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- Manage and maintain the highest level of performance of all team members including conducting coaching sessions and quality assessments
- Ensure targets (service standards, response timeframes, contact centre & service counters Key Performance Objectives) are met
- Support the Unit Manager Customer Services to achieve the Service Unit Plan
- Support frontline staff by taking customer escalations to resolve more complex matters

Key responsibility areas

Leadership & Staff Support

- Lead a team of Customer Services officers to provide an exceptional customer experience to the community.
- Create a positive work culture and environment where staff can be their best and help motivate the team to achieve high service standards.
- Undertake coaching and development of staff to help them achieve their individual KPI's
- Ensure monthly 1:1's are held with your team.
- As part of the Customer Service Leadership team take part in team goal setting to achieve Service Objectives and Service Unit Plan.
- Improve team performance in line with KPI's set.
- Undertake annual staff appraisals.
- Maintain a team culture that ensures a prompt, consistent, accurate and friendly service to customers and which supports the operations of other Council Departments.
- Coordinate regular team meetings with your team.
- Ensure the team is aware of current issues, systems, procedures and practices and is clear about the content of relevant service level agreements.
- Monitor incoming call volumes and take corrective action where appropriate to ensure service level targets are met including GOS, ASA, abandoned call targets and other key metrics.
- Ensure staff have access to information they require during their day to day work in order to carry out their role.

Team Management

- Where required, take on a specialist management area such as the oversight of the cash receipt process or other defined area of management focus.
- Participate in the roster for the 'Daily Operations Planner', a role designed to ensure effective daily management of the customer service function.
- Providing some 'hands on' counter or phone support and serving customers directly during busy periods such as rates or during periods of high sick leave.
- Act as the escalation point for all complex requests and complaints.
- Where required, undertake roster updates.

Continuous Improvement & the Development of a Customer Service Culture

- In conjunction with the Unit Manager, identify areas for improvement and create improvement plans in relation to the areas identified.
- Support the improvement of Moreland's customer service offerings by undertaking additional projects in line with skills and interests.
- Taking a partnership approach, work with an assigned business unit to implement key improvement initiatives.
- Engage closely with Unit Managers, Team Leaders and Coordinators across the organisation to review and improve systems, processes and service levels.
- Conduct training across Council as required.

Systems Administration

- Document and maintain procedures for customer service functions.
- Order materials and services through the purchasing system and process accounts for payment.
- Develop and improve contact centre IVR scripts & configuration.
- Approve electronic timesheets for all Customer Service staff and ensure processes are in place to manage staff leave applications.

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:

- Behave ethically when undertaking duties, ensure strong and effective fraud and corruption controls are established and regularly reviewed for the work area and provide advice and educate Branch staff.
- Lead risk management practice by identifying, assessing, influencing, preventing, treating and monitoring risk relevant to the role, the work area and broader organisation.
- Champion customer-centric behaviours and staff and community engagement that supports collaboration and richer outcomes.
- Implement and maintain Continuous Improvement System standards and procedures.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Implement and maintain health and safety standards and procedures according to legislation and consistent with MoreSafe.
- Demonstrate effective leadership on OHS matters
- 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:

- Undertake other duties as directed that are within the scope of the employee's skills, knowledge and experience.
- Cover for other Customer Services Unit Team Leaders or Unit Manager in their absence.
- Participate in the recruitment process for new staff by short listing applicants, conducting interviews and making appointments

Organisational relationships

Internal Relationships	All council departments
External Relationships	Residents and businesses in the City of Moreland as well as visitors to the City and other agencies as appropriate

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 6 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 6, Clause 6)

1. Accountability and Extent of Authority:

- Manage and support the performance of the Customer Service staff. The freedom to act is prescribed by the Unit Manager Customer Service and is governed by clear objectives and/or budgets. The effect of decisions and actions taken may be significant, but an avenue of appeal or review by the Unit Manager Customer Service is usually available.
- Ensure adequate staffing levels at counters and in contact centre.
- Ensure work areas and staff behaviour is compliant with Council's MoreSafe policy and guidelines, and other Council policy.
- Ensure adequate training and development of staff.
- Prepare annual performance plans for Customer Service Officers including monthly coaching sessions and the provision of regular performance feedback, relating to both quantity and quality.
- Coordinate the return to work of injured workers.
- Provide a responsive, efficient, timely and quality customer service and information to the residents of Moreland and others.
- Authorised to contribute formal input into policy development within area of customer service.

2. Judgement and Decision Making:

- Judgement and decision-making is required to resolve problems through the application of known techniques to new situations.
- Authorised to conduct impromptu balancing of all Customer Service tills or floats and advise management of regarding any discrepancies as they occur.
- Authorised to redirect Customer Service staff to a different position or site, either for a brief period or for the remainder of the day.
- Key user authority within Pathways (receipting software).
- Authorised to instruct Customer Service Officers on corrective action where performance is unsatisfactory.
- Authorised to request additional information from Council staff to fulfil customer requests.
- Authority to prepare and sign related correspondence with approval of Manager.
- Determine the urgency of customer complaints and follow through accordingly.
- Advise the Manager where individual or team performance is unsatisfactory.
- Authorised to approve staff electronic timesheets and leave requests.
- Guidance and advice are usually available.

3. Specialist Knowledge and Skills:

- Ability to learn new systems and processes quickly including those that relate to financial management.
- Ability to effectively manage change and team culture.
- Knowledge of contact centre management principals and operation.
- Ability to operate a range of communications technology associated with the position.
- Knowledge of, and ability to communicate, the detail of Council functions, structure, policies and initiatives.
- Ability to develop and continuously improve processes and procedures that inform and support the Customer Services function and team members.
- In depth experience coaching team members and facilitating training sessions to improve performance with demonstrated outcomes.
- Familiarity with relevant budgeting techniques.

4. Management skills:

- Ability to manage time, set priorities, plan and organise 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.
- Capacity to manage time, plan, organise and set priorities for the work of other employees to achieve defined objectives as required.
- Ability to initiate appropriate organisational action to ensure the customer receives the best possible service.
- Ability to adopt a flexible, adaptable approach to work to meet changing demands and service delivery approaches.
- A high level of resilience that enables the employee to deal with a range of situations.
- An understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee development including the ability to provide feedback regarding work performance and to motivate staff and promote improved performance.

5. Interpersonal Skills:

- Ability to gain co-operation and assistance from clients, members of the public and other employees to endure a collaborative approach to solving problems and improving systems and processes and in the supervision of other employees.
- Ability to deal with complaints and criticism regarding service levels in an objective and professional manner.
- Ability to address conflicts between team members.
- Ability to maintain a professional, polite and calm approach to all contacts, both internal and external.
- Ability to relate to, support and assist our diverse community utilising interpreting services when applicable.
- Highly developed written and verbal communication skills.

6. Qualifications and Experience:

- Relevant tertiary qualification or extensive experience in performance management, leadership & supervision to staff in a contact centre/customer service role.
- Extensive customer service experience and contact centre experience including Workforce Management.
- Experience in dealing with complaints and criticism regarding service.
- Experience in leading change.

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	()	()	()	(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/powerful	()	()	()	(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)	()

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

8. Key Selection Criteria

- Relevant tertiary qualification or extensive experience in performance management, leadership & supervision to staff in a contact centre/customer service role;
- Demonstrated experience coaching team members to improve performance;
- Experience in constructively dealing with complaints and driving improvements within a continuous improvement methodology;
- Excellent interpersonal skills, as well as strong oral and written communication capabilities;
- Experience in leading change;
- Demonstrated ability to motivate, manage and create a positive culture in a large team;
- Strong background and passion for customer service.