

Position Description

CUSTOMER RELATIONS TEAM LEADER

POSITION INFORMATION

DIRECTORATE	Corporate Services
REPORTS TO	Manager Community Relations
POSITION NUMBER	CR2
CLASSIFICATION	Grade 5
LOCATION	Narrabri Shire
AWARD	Local Government (State) Award

This document describes the key responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. All staff are expected to demonstrate behaviours that align with Narrabri Shire Council core values, Code of Conduct and Equal Employment Opportunity Principles.

POSITION OBJECTIVE

The Customer Relations Team Leader is responsible for the delivery of efficient, effective and quality customer service (both external and internal) and organisational administrative support.

This position must maintain an awareness of the mood, opinions, feelings and desires of local residents and visitors to the Shire alike, utilising this knowledge in the delivery of quality and relevant customer service.

Endeavour to have matters dealt with at the first point of contact and if not achievable, utilise systems, protocols and procedures to ensure an expedient resolution to matters.

Maintain an acute awareness of Council and organisational priorities so:

- Team resources are allocated appropriately, on a priority basis.
- Council's adopted service levels are met.
- Council and organisational deadlines (including but not limited to legislative) are met.

Lead and contribute to fostering an organisational culture that is strategic, creative and responsive.

KEY RESPONSIBILITIES

SUPERVISOR

- Effectively communicate with, lead, develop and motivate staff.
- Participate in the development, implement, monitor and report on performance against Council's Integrated Planning and Reporting suite of documents as well as other relevant strategies and action plans, as relevant to the position.
- Participate in the development, implement, monitor and report on performance against Council's adopted asset management plans, as relevant to the position.
- Participate in the development, implement, monitor and report on performance against Council's adopted budget, as relevant to the position.
- Participate in the development and implementation of key programs and projects to achieve the Council's and community's vision for the Shire.
- Provide accurate and timely information and advice to management.
- Ensure awareness of management standards, industry reform and innovation.
- Proactively participate as a member of the Council management and supervisory team developing positive organisational culture, alignment to corporate values and continuous improvement.

CUSTOMER SERVICE

- Responsibility for the Council's customer service experience; ensuring the delivery of professional, efficient, effective and quality customer service; including but not limited to:
 - Customer (Front Counter) interactions.
 - Call Centre operations and telephone manner.
 - Information provision; timely and accurate.
 - Exercising appropriate discretion, sensitivity and maintaining confidentiality at all times (as required).
- Responsibility for the organisation-wide systems, protocols and processes that are in place to ensure the delivery of efficient and effective customer service (both external and internal).
- Develop a team culture that fosters responsiveness to its customers (both external and internal).
- Ensure Customer Service agents are supported in their role to create an environment where quality customer service is the norm.
- Within the team and organisation-wide, ensure ownership is taken of customer issues and that problems are followed through to resolution.

ADMINISTRATIVE SUPPORT

- Responsibility for the provision of professional, efficient, effective, supportive and high quality organisation-wide administrative support; including but not limited to:
 - Correspondence management.
 - Undertaking research and collating information on behalf of the organisation.
 - Records management.
 - Meeting support provision.
 - Council facility administrative management provision (booking, liaison and invoicing).
 - Special event support provision.
 - Exercising appropriate discretion, sensitivity and maintaining confidentiality at all times (as required).
- Responsibility for the organisation-wide systems, protocols and processes are in place to ensure the delivery of efficient and effective administrative support to the organisation.
- Develop and maintain strong working relationships with key internal stakeholders to ensure administrative support stays relevant to the organisation.
- Maintain Council's branding and consistency of message for all external, internal communications (including hardcopy communications, web and social media platforms).
- Responsibility for the accuracy of and maintenance of data entered into all systems so that it can be relied upon as true and correct; validating data against set criteria.

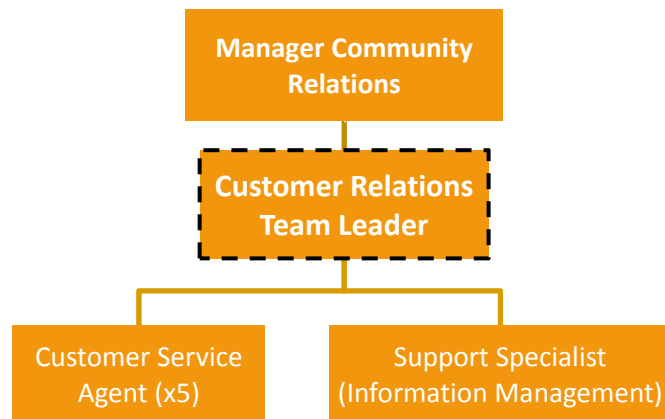
GENERAL

- Observe and actively demonstrate commitment to the adopted Corporate Values.
- Enforce and adhere to any and all legislative and statutory requirements, including appropriate standards, guidelines and equivalent documents.
- Enforce and adhere to any and all adopted Council Policies/protocols and procedures.
- Provide and maintain a working environment that is safe and without risk to health and safety in accordance with Council's Workplace Health and Safety Policy and Procedures.
- Carry out all tasks with an aim of minimising errors, waste and inefficiency.
- Employees may be required to participate in the on-call roster, weekend work and reasonable overtime when required.
- Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with the applicable band and level within the Award, in any area of Council.
- Participate, as required and directed, in Council's response to disaster and emergency situations.

- This position, from time to time, will be required to undertake additional duties as directed by their Supervisor or General Manager.

REPORTING RELATIONSHIPS

SECTION STRUCTURE



AUTHORITY & DELEGATIONS

Authority and delegations applicable to this position are laid out in Council Policies and Delegations Register, which are updated from time to time.

Refer to these controlled documents for accurate and specific information.

SELECTION CRITERIA

ESSENTIAL

1. Certificate IV in Business Administration or related education equivalent.
2. Demonstrated effective supervision of employees; whilst promoting teamwork across an organisation.
3. Demonstrated experience in interacting with multi-disciplinary teams.
4. Excellent interpersonal and communication skills (both written and verbal), with the proven ability to:
 - a. Build effective relationships;
 - b. Communicate with a diverse range of stakeholders (both internal and external);
 - c. Produce high quality well-developed written reports; and
 - d. Deal with difficult customers.
5. Demonstrated ability to handle the pressures of the position and to work under constant pressure to meet statutory requirements and business management deadlines.
6. Demonstrated ability to manage complex enquiries and complaints with sensitivity and discretion, and apply conflict resolution principles.
7. Well-developed organisational skills with the capacity to prioritise work within an environment of fluctuating workloads and changing priorities.
8. Ability to exercise appropriate discretion, sensitivity and maintain confidentiality at all times.
9. C Class NSW driver's licence.

DESIRABLE

1. Tertiary qualifications in a discipline relevant to this position.
2. Local Government experience, with experience in NSW being preferred.

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I hereby agree that this role statement accurately reflects organisational requirements.

AUTHORISATION

EMHR:	_____	_____	_____
General Manager:	_____	_____	_____
Employee:	_____	_____	_____
	Name	Signature	Date