

# Position Description

## CUSTOMER SERVICE AGENT

### POSITION INFORMATION

<b>DIRECTORATE</b>	Corporate Services
<b>REPORTS TO</b>	Customer Relations Team Leader
<b>POSITION NUMBER</b>	CR4
<b>CLASSIFICATION</b>	Grade 3 in Council's Salary System
<b>LOCATION</b>	Narrabri Shire
<b>AWARD</b>	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

A Customer Service Agent is to provide professional, efficient, effective and quality customer service (both external and internal) and organisational administrative support.

This position will 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 whilst maintaining ownership of the provision of a resolution.

The position is to maintain an awareness of Council and organisational priorities to meet Council's adopted service levels; and further utilise this awareness to ensure that all Council and organisational deadlines are met, including but not limited to; legislative, compliance and reporting responsibilities.

### KEY RESPONSIBILITIES

#### CUSTOMER SERVICE

- Provide professional, efficient, effective and quality customer service; including but not limited to:
  - Customer (Front Counter) interactions; on all aspects of Council's operations.
  - Call Centre operations and telephone manner.
  - Information provision; provide both verbal and in writing information that is timely, accurate and in accordance with legislation, Council Policy, protocol and procedures.
  - Ensuring Council's online presence(s) are up to date and accurate.
  - Making informed recommendations and decisions in response to providing quality customer service.
  - Exercising appropriate discretion, sensitivity and maintaining confidentiality at all times (as required).
- Use organisation-wide systems, protocols and processes that are in place to ensure the delivery of efficient and effective customer service (both external and internal).
- Display behaviours that fosters responsiveness to its customers (both external and internal).
- Take ownership of customer matters and issues; ensuring follow up through to resolution.
- Identify, recommend and implement approved improvements in the provision of customer service.

## **ADMINISTRATIVE SUPPORT**

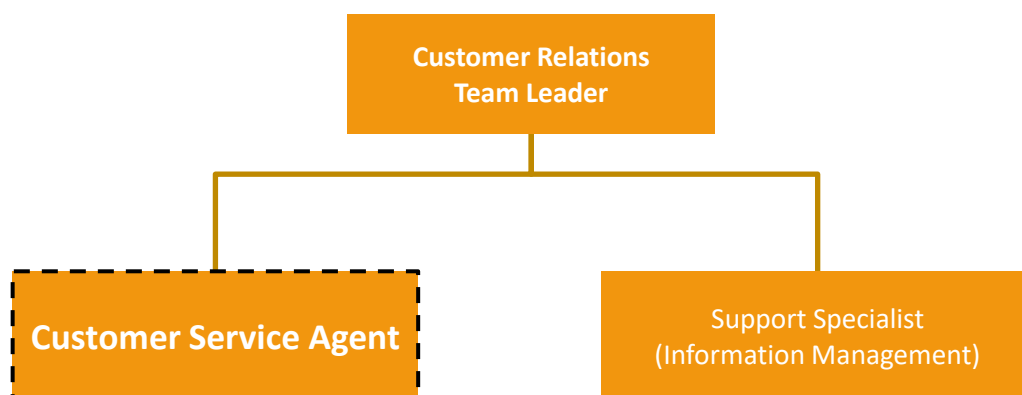
- Provide professional, efficient, effective, supportive and high quality organisation-wide administrative support; including but not limited to:
  - Drafting and preparing Council reports, meeting minutes, action sheets, agendas, letters, memos, notices/notifications, certificates, management/administrative reporting, submissions, presentations, speeches, briefing papers, promotional material, media releases, newsletters.
  - Undertaking research and collating information on behalf of the organisation.
  - Electronic and hardcopy filing of all types of Council correspondence (inwards and outwards), scanning and photocopying; including the timely and accurate distribution to relevant action officers.
  - Providing meeting support; bookings, preparation of meeting notices, document distribution catering, and room set up and clean up (including Council meetings).
  - Providing Council facility booking, liaison and invoicing.
  - Providing support with receptions, ceremonies, corporate and staff functions/events.
  - Exercising appropriate discretion, sensitivity and maintaining confidentiality at all times (as required).
- Use organisation-wide systems, protocols and processes that are in place to ensure the delivery of efficient and effective organisation-wide administrative support.
- Maintain awareness of Council's current governance documents, including but not limited to; Council Policy, protocol, procedures and delegations of authority.
- Maintain awareness of Council's branding (and sub-branding) to ensure consistency of message for all external, internal communications (including hardcopy communications, web and social media platforms).
- Ensure the accuracy of and maintain data entered into all systems so that it can be relied upon as true and correct; validating data against set criteria.
- Identify, recommend and implement approved improvements in the provision of administrative support.

## **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 III in Business Administration or related education equivalent and/or high-level industry experience in a customer service/administration based role.
2. Excellent interpersonal and communication skills (both written and verbal), with the proven ability to build effective relationships; communicate with a diverse range of stakeholders (both internal and external).
3. Demonstrated ability to draft detailed and complex wide-ranging types of correspondence; with sharp attention to detail.
4. Demonstrated customer service experience, including the ability to establish positive relationships with all stakeholders, manage enquiries and complaints with sensitivity and discretion, deal with difficult customers and apply conflict resolution principles.
5. Intermediate skills in Microsoft Word, Excel and Outlook, with the ability to demonstrate use of software packages ensuring accuracy and integrity of data input.
6. Understanding of secure cash handling and accurate receipting.
7. Well-developed organisational skills with the capacity to prioritise work within an environment of fluctuating workloads and changing priorities.
8. Demonstrated ability to work:
  - a. Autonomously under pressure, maintain accuracy and meet deadlines.
  - b. Within a high functioning team environment.
9. Ability to exercise appropriate discretion, sensitivity and maintain confidentiality at all times.
10. Current Class C Driver Licence.

## DESIRABLE

1. Certificate IV in Business Administration or field related to the position.
2. Local Government experience, with experience in NSW being preferred.
3. Demonstrated detailed knowledge of the NSW Local Government Act.
4. Advanced level skills in Microsoft Word, Excel and Outlook.
5. Demonstrated experience in secure cash handling and accurate receipting.
6. Demonstrated experience in any of the following (one or more):
  - a. Writing for the media.
  - b. Writing for the web and/or social media.
  - c. Graphic Design software packages.
7. Experience in Government Information Public Access (GIPA) and Public Interest Disclosures (PID).

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

## AUTHORISATION

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