

POSITION DESCRIPTION

CUSTOMER SERVICE COORDINATOR

Position Description

Directorate:	Financial and Commercial Services
Reports to:	Manager Customer and Information Services
Position Number:	
Classification:	Grade 4 in Council's salary system
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 Service Coordinator is responsible for the delivery of efficient, effective and quality customer service (both external and internal) and administrative functions specific within the Customer and Information Services department.

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, 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.
 - Administer the creation and following up Customer Service Requests from first point of customer contact.
 - 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 team 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.

Internal Customer Service Maintenance

- Liaise with other departments and ensure the provision of information across the organisation is delivered in a timely manner and with the most efficient use of systems and processes to maintain adopted customer service standards.
 - Provide accurate and up to date reporting from the CRM system to ensure KPI's and customer service standards are met across the organisation.
 - Distribution of relevant organisational CRM reporting to directors and managers for action.

- Responsible for the continued evolution and maintenance of customer service processes and workflows in Council's customer service management system to streamline services and response times to the community in collaboration with other organisational departments.
- Provide relevant training and support to staff as required in the use of Council's adopted customer service systems.
- Coordinate the dissemination of all Council correspondence from call centre enquiries and email correspondence.
- Refine and review dissemination processes across Council business units where required to ensure responsiveness is met.
- Coordinate the review of afterhours functions twice annually liaising with all organisation departments to ensure accuracy of information and workflows is achieved outside of work hours.
- Maintain Council's branding and consistency of message for all external, internal communications (including hardcopy communications, web and social media platforms).
- Assist in the creation and delivery of communications related information to the community.
- Responsibility for the accuracy of and maintenance of data entered in all systems so that it can be relied upon as true and correct, validating data against set criteria.

General

- Comply with Council's Corporate Values, policies and procedures.
- In accordance with the Work Health and Safety Act employees must, while at work take reasonable care for their own health and safety; take reasonable care for the health and safety of others and comply with any reasonable instruction from Council.
- Employees may be required to participate in the on-call roster, weekend work, reasonable overtime and disaster and emergency situations 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.

Reporting Relationships

Direct Reports	4
Indirect Reports	Nil

Compliance Training and Licence Requirements

This position needs to be able to attain and uphold the following licences/accreditations:

- Current NSW Class C Driver Licence.

Authority and 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

- Certificate IV in Business Administration or related education equivalent.
- Demonstrated effective supervision of employees; whilst promoting teamwork across an organisation.
- Demonstrated experience in interacting with multi-disciplinary teams.
- 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);
 - Produce high quality well-developed written reports; and
 - Deal with difficult customers.
- Demonstrated ability to handle the pressures of the position and to work under constant pressure to meet statutory requirements and business management deadlines.
- Demonstrated ability to manage complex enquiries and complaints with sensitivity and discretion and apply conflict resolution principles.
- Well-developed organisational skills with the capacity to prioritise work within an environment of fluctuating workloads and changing priorities.
- Ability to exercise appropriate discretion, sensitivity and maintain confidentiality at all times.

Desirable

- Local Government experience, with experience in NSW being preferred.

Document Review Date

March 2024

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

Authorisation

Manger People and Values:

Director:

General Manager:

Employee:

Name

Signature

Date (dd/mm/yyyy)