

POSITION DESCRIPTION

Position Title	Service, Support & Development Officer	
Division	General Manager's Unit	
Group	Integration, Customer Service & Business Excellence	
Responsible to	Coordinator Service, Support & Development	
Position Supervises	Direct: Nil Indirect: Nil	
Position No.	IW0139	
Status	Permanent, full-time position	
Hours	35 hour week	
Salary Point	33 to 41	
Salary	\$66,782 pa - \$75,728 pa	Band/Level: Band 3 Level 1
Allowances	As applicable to the position	
Motor vehicle	N/A	
Pre-employment Checks	<p>Police Check</p>	
Legislative Requirements		
Date Reviewed: January 2018	Reviewed by: Group Manager Integration, Customer Service and Business Excellence	

The Inner West Council was formed on Thursday 12 May 2016 as a result of the amalgamation of Ashfield, Leichhardt & Marrickville Councils by the NSW State Government through the Local Government Proclamation 2016 (Council Amalgamations). The new Council has a population of 185,000 people and covers an area of 36 sq km.

The Inner West Council operates across the areas previously governed by the former Ashfield, Leichhardt and Marrickville Councils. All Inner West Council employees may be transferred to any of these areas to allow sustained productivity and opportunities for skills growth.

POSITION PURPOSE

To assist and support the development and implementation of Customer Service's integration activities and performance improvement program, supporting a culture of continuous improvement and identifying and implementing process improvement opportunities to enable optimal services to be delivered to our customers.

SELECTION CRITERIA

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. The community is at the heart of the organisation and Council puts its 'Values First' with flexibility, integrity, respect and the spirit of team as a set of values and associated behaviours for all levels in the organisation. Employees are expected to demonstrate commitment to these values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

Essential Criteria:

1. Strong analytical, facilitation, and process mapping skills with demonstrated experience in analysing and implementing business processes within a service-based organisation.
2. Demonstrated ability to multi-task, work under pressure, think analytically and be solutions focused.
3. Relevant experience in the design and delivery of Customer Service training.
4. Demonstrated understanding of and commitment to achieving results within a quality management framework.
5. Proven experience in identifying and/or implementing continuous improvement opportunities, across systems, processes and procedures in a Customer Service environment.
6. Coaching and training skills, including experience in the development and implementation of coaching and training plans.
7. Highly effective interpersonal skills and a demonstrated ability to communicate effectively (written and verbal) and build rapport with team members, stakeholders and customers alike.
8. Highly adaptive and a proven ability to embrace change.
9. Knowledge of and commitment to equal employment opportunities, diversity, work health and safety, and ethical practice.

Desirable Criteria:

1. Relevant qualifications and/or experience in process mapping (i.e. proficiency with Microsoft Visio or other process mapping tools).
2. Broad understanding of process re-engineering and project management methodologies.
3. Class C Drivers' Licence.

KEY DUTIES, ACCOUNTABILITIES & RESPONSIBILITIES:

Customer Service Process Development and Improvement

- § Proactively identify and scope opportunities to improve processes in conjunction with Coordinator Service Support & Development and Customer Service Team Leaders.
- § Develop, review and document business processes including processes relating to core systems and maintain a Customer Service Knowledge Base.
- § Champion process improvement initiatives within the Customer Service unit.
- § Co-ordinate and participate in cross-Council project teams to deliver service improvements and key projects.
- § Track status reports of any improvement projects in conjunction with Coordinator Service Support & Development and Customer Service Team Leaders.
- § Develop, review and update all Council forms, including online.
- § Communicate effectively with Customer Service staff and other stakeholders.

Continuous Improvement / Quality Management

- § Contribute to a continuous improvement culture and skills development across the Customer Service Group through projects and staff training.
- § Develop systems and procedures as required and in consultation with the Coordinator Service Support & Development, including initiating work flow and process improvement activities relating to Customer Service.
- § Assist in embedding Quality Management Framework principles across the Customer Service.
- § Assist in coaching and supporting the Customer Service Teams to deliver identified service improvements.
- § Assist in maintaining and making ongoing improvements to the CRM system.

Training and Development

- § Assist in staff on-boarding programs and assessing training needs for new and existing employees, including developing and conducting Customer Service training, as required.
- § Develop training aides to enhance speed to competency of staff.
- § Facilitate learning through a variety of delivery methods including class room, online training and on the jobs coaching.

Project Management

- § Manage small business improvement projects to an agreed project plan and support the Coordinator/Manager with larger projects.
- § Identify and report risks and issues in a timely manner.
- § Work collaboratively across the organisation, ensuring the Customer Service leadership team and other key stakeholders are kept informed across relevant activities.
- § Assist in the development of business cases to support Customer Service initiatives and projects.

Other

- § Provide backup/emergency coverage for customer service officer roles, as required.

Relationship - (Internal & External)

- § Establish and maintain an active network across the industry and beyond, and participate in benchmarking opportunities to ensure Inner West Council Customer Service is achieving best practice.

KEY RELATIONSHIPS:

Internal: Customer Service Staff, Customer Service Leadership Team

External: Customers

WORK HEALTH AND SAFETY RESPONSIBILITY STATEMENT EMPLOYEES WITH NO STAFF REPORTING TO THEM AND/OR NO MAJOR PROJECT RESPONSIBILITY

LEVEL 6

Level 6 staff are required to perform their duties in accordance with their job description and safe working practices. It is the responsibility of each staff member to ensure that they comply with Work Health & Safety legislation as well as Council policies, procedures and safe work practices and that their actions do not subject any person to risk. The responsibility of this position requires:

Responsibilities	Performance Measures
<ul style="list-style-type: none"> Ensuring all work is performed in accordance with requirements of the Health and Safety policy, procedure and legislation 	<ul style="list-style-type: none"> Conformance to WH&S policy and procedures Knowledge of, and use of Safe Work Method Statement (SWMS) and Standard operating procedures
<ul style="list-style-type: none"> Taking reasonable care for their own Health and Safety as well as that of others 	<ul style="list-style-type: none"> Use of SWMS and Standard operating procedures
<ul style="list-style-type: none"> Having an understanding of the Health and Safety requirements associated with their employment 	<ul style="list-style-type: none"> Training records
<ul style="list-style-type: none"> Reporting all identified hazards, accidents/incidents and near misses to their manager/supervisor Ensure all potential or actual areas of danger within the workplace are immediately made safe, repaired and reported to the appropriate person/s as soon as possible; 	<ul style="list-style-type: none"> Hazard identification reports Workplace inspection reports
<ul style="list-style-type: none"> Using and maintaining all safety equipment and personal protective equipment (PPE) in accordance with relevant standards. 	<ul style="list-style-type: none"> PPE maintenance records Knowledge and use of Standard operating procedures
<ul style="list-style-type: none"> Working in accordance with relevant competency standards 	<ul style="list-style-type: none"> Training records. Supervisor site inspection records
<ul style="list-style-type: none"> Knowledge of WH&S and related legislation within scope of job description 	<ul style="list-style-type: none"> Attendance at training sessions

Applicant Declaration

I, have read and understood the position description for the **Service Support and Development Officer** as detailed in this document.

Signature:

Date: / /