

ROLE DESCRIPTION

Customer Experience Officer

Directorate	Community Service Delivery
Unit	Customer Experience
Reporting to	Manager Customer Experience
Position Number	100023
Band	2/1
Grade	8
Date of Review	July 22

Council Overview

The Richmond Valley LGA is the base of the Northern Rivers region of NSW, extending from the coastline of Evans Head to the foothills of the Great Dividing Range. We have rolling hills, beautiful beaches, state forests, national parks, Crown lands and nature reserves.

We are proud to have won multiple awards for our culture including: Outstanding Employer of the Year by NSW Northern Business Chamber 2019, and Large Employer of the Year by Training NSW 2016, Best Tap Water in Australia 2022 and much more!

Our Values and Behaviours



Primary purpose of the role

The purpose of the role is to promote a positive customer experience based on first point of contact principals when engaging with external and internal customers via the contact centre or in person at the Administration Centres. In addition, providing accurate and efficient administrative support to the various departments within the organisation. Promoting and advocating Richmond Valley as a customer focused organisation.

Key Accountabilities

- Deliver a positive customer experience by exercising a high degree of judgment and initiative focused on first point of contact resolution. Contribute to the effective and efficient operation of Council's customer service branches across the Richmond Valley aligning with council's Customer Service Charter and Customer Service Standards
- Undertake financial transactions, cash handling, receipting and banking processes in accordance with established procedures.
- Accurate and efficient data input and records management using a range of Council databases and software packages.
- Provide general administrative support requiring the exercise of sound judgement, initiative, confidentiality and sensitivity in the performance of work.
- Maintain a high standard of corporate image and personal presentation.

Key Challenges

- Providing a high-level customer service for a diverse group of stakeholders with differing priorities and managing expectations
- Organising and prioritising work effectively to meet deadlines/timeframes while answering and responding to high call volumes.
- Adapting to a changing environment, knowledge sharing with the team to ensure correct advice is given to customers and seeking advice when needed

Qualification Requirements

Essential

- Current Class C Driver Licence

Desirable

- Certificate III in Business Administration or similar
- Current appointment to the Office of Justice of the Peace in NSW

Organisational Obligations

- Adhere to Code of Conduct
- Council Policies and Procedures
- WHS Obligations and Responsibilities

Key Relationships

Who	Why
Internal	
Manager Customer Experience	✓ Receive advice and report progress towards business objectives and discuss future directions
Customer Experience Team	✓ Mentoring and training new staff joining the team and advocating a high standards of customer service.
Council Staff	✓ Interpreting customer needs, manage expectations and resolve issues as required
	✓ Providing a high level of administration support
External	
Stakeholders	✓ Manage expectations and resolve issues
	✓ Communicate needs, provide advice, ensure understanding and listen to concerns

Role Dimensions

Decision Making

- Problems are solved by applying standards, established practices and procedures, or operating instructions.
- Policy, processes and procedures are readily available to choose the appropriate actions within these frameworks. Unusual problems may be referred for clarity of policy direction or guidance.

Direct Reports

None

Financial Delegation

None

Leaseback Motor Vehicle

None

Technology

Laptop, Desktop and Headset

Emergency Warden Responsibilities

None

Immunisation Requirements





None

On-Call

Participation in an On-Call Roster may be required from time to time.

Capabilities

Below is the full list of capabilities and the level required for this position. View more details of the <https://capability.lgnsw.org.au/>

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Manage Self	Adept
	Display Resilience and Adaptability	Adept
	Act with Integrity	Adept
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Adept
	Procurement and Contracts	Foundational

Focus Capabilities

The focus capabilities for the position are those judged to be most important.

Local Government Capability Framework		
Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Acts honestly, ethically and with discretion and encourages others to do so. • Sets a tone of integrity and professionalism with customers and team • Supports others to uphold professional standards and to report inappropriate behaviour • Respectfully challenges behaviour that is inconsistent with the organizational values, standards and code of conduct • Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest
Relationships Community and Customer Focused	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of the interests and needs of customers and the community. • Takes responsibility for delivering quality customer-focused services. • Listens to customers and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Takes the initiative to progress own and teamwork tasks • Contributes to the allocations of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness

Acknowledgement

Customer Experience Officer

Employee Name: _____ Date: ____/____/____

Signature: _____

Manager Customer Experience

Employee Name: _____ Date: ____/____/____

Signature: _____