

POSITION DESCRIPTION

Position Title:	Senior Customer Service Officer
Position Number:	2527
Group:	Organisation & Community Capacity
Business Unit:	Community Services Delivery
Service Unit:	Customer Service
Reports To:	Coordinator Customer Service
Grade:	10
Hours Of Work:	35
Last Date Of Review:	July 2022
Last Date Of Evaluation:	August 2021

Role Function Summary

The Senior Customer Service Officer assists with the management of the Customer Contact Centre from the Council Administration and Visitor Information Centres, improving processes and ensuring positive customer experiences. The incumbent is responsible for coaching and mentoring the Customer Service Team and is critical to ensuring the team's response is correct, consistent, professional and follows agreed organisational workflows meeting statutory requirements.

Key Responsibilities (Major and Essential Job Functions)

- Provide high quality customer service by answering enquiries and responding to customer feedback. Coach and mentor Customer Service Officers to ensure a high quality of customer service is provided in the areas of general cashiering, answering enquiries, and directing customers as required.
- Conduct the transactional business of Council accurately and efficiently, including cashier duties, Customer Service Centre/Visitor Information Centre operations and supporting Arts & Culture initiatives as required
- Investigate and resolve customer enquiries according to established policies and procedures, work instructions and guidelines, in a timely manner. Ensuring all Customer Service, procedures and practices are adhered to, and work is processed in accordance with appropriate service standard timeframes
- Maintain and develop the "Guru" ensuring accuracy and currency of information through quality control processes
- Deliver Customer Service projects as directed and approved
- Liaise with the Information Management Projects Officer to continuously improve CRM requirements meeting operational needs
- Ensure delivery of allocated Tourism Improvement Project actions
- Participate in the review, development and improvement of work systems, procedures, and practices to ensure customer needs are met, exercising judgement to suggest improvements to customer service processes, tools, and support corporate change initiatives
- Maintain up-to-date knowledge of legislation, policies, procedures, events, activities, and changes to Council operations to provide accurate information and assistance to customers
- Ensure privacy and confidentiality are maintained by supervising access to any Council related records or documents in accordance with relevant legislation

This position description does not form an exhaustive list of your duties. You may be required to undertake other projects, tasks and activities as required from the business from time to time which are within the skills, competence, and training of the incumbent. Singleton Council reserves the right to amend or update this position description in accordance with operational needs.

Organisational Responsibilities:

Council's decisions, actions and behaviours are governed by its vision, mission and values. All employees of Council have an accountability to ensure their work and behaviour is aligned to these.

Community Vision	Singleton. Vibrant, progressive, connected, sustainable & resilient.
Organisation Vision	ESP - Engaged people; Safe and Sustainable workplace; and a Performance based culture.
Our Purpose	To "create community".
Values and Behaviours	<p>Council has five values which guide behaviours and decision making. It is through these values high quality services are delivered to employees and the community. Employees play an important role in leading the way and upholding Council's values, including the Code of Conduct. Council's values are:</p> <ul style="list-style-type: none"> • Integrity: We act with commitment, trust and accountability. • Respect: We are open, honest, inclusive and supportive. • Excellence: We strive to achieve the highest standards. • Innovation: We are creative, progressive and strategic. • Enjoyment: We promote a harmonious, productive and positive workplace.
Safe Workplace	It is a requirement of employment with Singleton Council that all staff undertake their work in accordance with WHS policies and procedures. Employees will display and promote safety in the workplace at all times.
Policies and Procedures	<p>The responsibilities of this position are completed in line with all Council policies and procedures related to this position.</p> <p>Awareness of the principles of equity and diversity, work health and safety, environment, risk management, records management, and quality assurance as they relate to this position.</p>

Organisational Relationships

Internal Relationships:	Manager, Coordinator, All Council Service Units/employees
External Relationships:	Customers, Government Agencies, Other Councils, Community Organisations, Contractors and Consultants
Direct Reports:	Nil
Indirect Reports:	Nil

Specifications and Technical Skills:

Essential Criteria:

- Certificate III Business Administration, or equivalent; or a minimum of 3 years' experience in Customer Service role
- Strong interpersonal skills, including problem solving and conflict resolution
- Demonstrated ability to provide expert advice and training/coaching to colleagues
- Demonstrated ability to effectively utilise a number of computer applications, with sound knowledge in Microsoft Office suite and other local government databases, such as Authority and EDMs
- A commitment to providing excellent customer service to both internal and external customers of Council

Desirable Criteria:

- Justice of the Peace, or willingness to be one
- An understanding of the business, geographical and tourism attributes of the Singleton Local Government Area

- Previous experience in Local Government

Licences and Tickets:

- Class C drivers' licence

Physical Requirements / Work Environment:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the inherent requirements of the job. This position will involve work in the office environment as well as being able to navigate construction and work sites.

Physical Requirements and Work Environment

ACTIVITY	FREQUENCY				# OF HOURS A DAY							
	Repetitive	Frequent	Occasional	Infrequent	1	2	3	4	5	6	7	8
Sitting	✓							✓				
Walking			✓		✓							
Standing		✓				✓						
Bending				✓								
Squatting				✓								
Climbing				✓								
Kneeling				✓								
Twisting				✓								
Lifting				✓								
Driving				✓								

If manual lifting is required ensure a risk assessment is completed each time lifting is required.

Hand Manipulation Required	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Repetitive Hand Movements	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
	Right Hand					Left Hand			
Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Power Grasping (tight grip)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Power Grasping (tight grip)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Fine Manipulation (fine finger)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Fine Manipulation (fine finger)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

Tick below if these are requirements of the position:

	Operating mobile plant		Working with paints, solvents, oil, grease
✓	Light repetitive handling		Cold environment
	Dog/cat control		Climbing, working at heights
	Cattle, sheep handling		Confined spaces work
	Native Animal, reptile handling	✓	Customer contact
	Garbage collection		Screen based work (intermittent)
	Office, toilet cleaning	✓	Screen based work (constant)
	UV exposed	✓	Clerical deadlines
	Herbicide/Pesticide use		Supervisory – clerical, planning, deadlines
	Cooking		Building trades work
	Walking on Slopes / Hills / Gradients		Motor trades work
	Walking on uneven surfaces		Childcare
	Working with bitumen		Hospitality
	Working with concrete		Exposure to dust or fumes

Skills Progression and Assessment Record:

Position Title: **Senior Customer Service Officer**

Employee:

Skill Progression Requirements <input checked="" type="checkbox"/> Step Achieved	Salary Step	N/A	1	2	3	4
Strong customer service and stakeholder engagement skills	1					
Certificate III in Business Administration or equivalent, or minimum of 3 years' experience in Customer Service	1					
Demonstrated ability to coach and mentor Customer Service Team to meet objectives	1					
Demonstrated telephone skills with adequate response times and in line with Council expectations	1					
Ability to manage all incoming communications, both written and verbal, including CRMs, emails and EDRMS	1					
Efficient navigation and operation of various council computing packages, including Authority, GIS, EDRMS and Microsoft Office	2					
Accurate preparation of financial documents, including cash balancing and day end banking	2					
Accurately process applications and correspondence on Council's behalf	2					
Proactively seek and participate in relevant training to improve knowledge that assists in dealing with customer enquiries	2					
Demonstrated ability to market and promote retail and tourism functions of the Visitor Information Centre	2					
Confidently handles difficult customers and utilises conflict resolution skills independently	3					
Continuously improves processes related to customer service operations and effectively manages stock, including purchasing and sale of retail goods	3					
Cross-skill with Information Management Projects Officer	3					
Demonstrated ability to liaise with business units, improving business processes related to Customer Service	3					
Demonstrated broad and complex knowledge of Council products and services	3					
Demonstrated ability to train Customer Service Officers based on business needs	4					
Demonstrated ability to manage and maintain Level One Accreditation for the Visitor Information Centre	4					
Ability to schedule work, contributing to budget and future planning processes	4					
Undertake special projects as directed	4					
Upskill with Coordinator Customer Service	4					

Skills Review Year (eg 2022): _____ Position: Senior Customer Service Officer

Annual Skills Assessment:

The following is to be completed at the time of the annual skills assessment.

Comments on Employee's attitude and application to work:

Employee's Comments:

Name

Signature

Date

Manager / Supervisor's Comments:

Name

Signature

Date

Director's Comments:

Name

Signature

Date

Summary of Skills Assessment	1	2	3	4
Total number of skills at each salary step =				
Number of skills not applicable at each salary step =				
Number of skills achieved at each salary step =				
Number of skills not achieved at each salary step =				
<input checked="" type="checkbox"/> Proposed Salary Step Placement				