

POSITION DESCRIPTION

Position Title	Customer Service Advisor
Department/Section	Corporate & Financial Services/Administration/Customer S
Reporting to	Manager Customer Experience
Location	65 Homebush Road, Strathfield
Grade	8

Organisational Environment

Refer to the [Working at Strathfield Council](#) page on our website.

Organisational Structure

Department

Corporate and Financial Service provides a full range of support services to all sections of the organisation by providing information technology support, reporting and policy guidance, financial, procurement, risk management, administration, facilities, secretariat, hospitality human resources and customer services.

Section

Corporate Services Administration section operates effectively, efficiently and in a transparent manner through review and implementation of good administrative practices and procedures across Council. The section also facilitates and supports a range of services to the organisation through coordination of the following functions:

- Customer Service
- Procurement
- Records Management
- Risk Management & Insurance
- Secretariat
- Hospitality (Catering)
- Facilities (Bookings)

Position

- Provide high quality customer service, both face to face and on the telephone, on a daily basis to meet customer needs and act as the initial point of contact in welcoming customers, responding to enquiries and complaints and in gathering and providing relevant information.

- To help promote the image of Council as effective, caring, courteous and professional.

Note:

This Position Description and all associated information is not to be considered as a comprehensive, complete and / or exhaustive 'list' of responsibilities, duties, criteria or outcomes. It is indicative only.

The position is part of a team and as such the incumbent is required to know and learn the roles of others in the team, help other team members and assist in any role as and when required in accordance with the Local Government (State) Award.

The position incumbent should be aware that their role and position is dynamic. Continuing development, change and enhancement of processes, practices, knowledge, skills and behaviours is highlighted and expected by Strathfield Council. People and jobs change and develop over time and this position description is intended to facilitate this (as a living document), where the incumbent's active involvement in this endeavour is required.

All duties, tasks and responsibilities etc. must be done to the best of the incumbents' abilities in a timely, effective and efficient manner and to the satisfaction of management.

Major role and challenges of the position

The major challenges for the position of **Customer Service Advisor** are to:

- Contribute positively to overall service delivery by working as a team member, communicating effectively with customers and with other Council departments;
- Provide a high quality customer service through effective teamwork in a busy environment;
- Work flexibly in responding to the needs of a diverse range of customers;
- Contribute to the improvement of service delivery through becoming multi-skilled providing improved access and co-ordination of Council's services;
- Contribute to the positive image of Council through the effective use of public relations, and conflict resolution skills and flexibility of interpersonal and communication styles;
- Keep up to date with legislation and relevant policies and procedures and administrative systems across a wide range of Business Units
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any work activity.

Key Accountabilities

- Provide a high quality customer service on a daily basis to meet the needs of a diverse range of customers through direct customer interactions over the counter and on the telephone and by processing correspondence;

- Deal with enquiries, complaints, and requests for information or services by clarifying customers needs and responding appropriately and flexibly to the requirements of each customer;
- Contribute to the provision of a safe, welcoming and positive environment for customers;
- Ensure that all customers are welcomed and are dealt expediently with in a positive and helpful manner which is fair, does not escalate anger/aggression and resolves conflict situations effectively;
- Maintain an up-to-date working knowledge of Council's and Library's services, products, and activities;
- Act as the initial link in the interaction between Council and its customers and gather information or make referrals to other departments, where appropriate;
- Take responsibility for each customer enquiry received and ensure that customers are given accurate and consistent information, that there is effective follow through and progression of the enquiry to an appropriate point of resolution;
- Use personal initiative and add value when responding to customer enquiries by informing customers of other related or applicable Council services;
- Work effectively as a team member to solve customer problems and provide regular feedback to the Customer Services Coordinator on improving customer service and work organisation;
- Contribute to the positive image of Council by using effective public relations, wearing a uniform and name badge, and maintaining a high standard of personal presentation and demonstrating personal integrity, honesty and respect for customers at all times;
- Work co-operatively and flexibly as a team member to provide adequate coverage and organisation of services at all appropriate times and particularly during peak periods of demand;
- Respond without bias or discrimination to the special needs of customers from diverse backgrounds in accordance with EEO legislation;
- Arrange interpreters or special access to services for customers with special needs e.g. for customers of Aboriginal, or Non-English speaking backgrounds or with disabilities;
- Receipt and balance monies on a daily basis on behalf of Council's Business Units and in accordance with Council's administrative requirements and follow-up under-payments;
- Answer telephones efficiently in accordance with Council's policy and where required follow up phone calls and forward messages where Council staff are unavailable;
- Prepare draft replies and correspondence for returned Development and Construction Certificate Applications;
- Record data for performance monitoring and maintain accurate and up to date information and records as required by Council's administrative systems.

Criteria

Essential

- Demonstrated experience within a Local Government Customer Service environment, providing quality customer service, face to face and telephone;
- Effective oral and interpersonal communication skills;
- Demonstrate skills in conflict resolution and dealing with difficult customers;
- Ability to work co-operatively as part of a team and independently without close supervision;
- Ability to use computer applications;
- Ability to collect, receipt and balance monies on a daily basis;
- Demonstrate a commitment to Equal Employment Opportunity and Work Health and Safety.

Desirable

- Fluency in a second language;
- Knowledge of, or experience in, local government.

Work Health and Safety (WHS) responsibilities

All workers must take reasonable care for their own health and safety and comply and cooperate with reasonable instructions, policies and procedures regarding the safety and health of other persons and workplaces.

Managers and supervisors have a positive duty to exercise due diligence to ensure that Council complies with its safety operations. The employee who occupies these jobs must acquire and keep up-to-date knowledge of Council's work, health and safety systems which include plans, policies and procedures. Managers and supervisors must have an understanding of work health and safety matters within their scope of operations and ensure that processes for compliance are implemented.

All Council workers are expected to:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as affect the health and safety of yourself or others
- Participate in development of safe work procedures and risk assessments with your Supervisor when required
- Actively participate in WHS inductions and training when required
- Wear and use Personal Protective Equipment (PPE) in the prescribed manner and when specified
- Participate in workplace inspections if required
- Use and maintain plant or equipment of any kind, including computer and other telecommunication devices in accordance with instructions and procedures
- Participate in emergency preparedness training, including any required knowledge for business continuity plans
- Report all hazards, near misses and damage as per the SMC reporting procedure
- Participate in accident and incident investigations as required

Certificates of Competency / Licences

Where required for the position, either by legislation, conditions of employment or through SMC policies and procedures, maintain current certificates, licences, operative training etc, and advise of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses that occur at work immediately
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Approval of Position Description

- This position description has been reviewed and accurately describes the job.
- Job qualifications and accountabilities are relevant to the position.

Employee: _____

Signature: _____

Date: _____

Manager: _____

Signature: _____

Date: _____

Position Description reviewed: December 2020