



CUSTOMER SERVICE OFFICER – CHILDREN’S SERVICES

POSITION PROFILE

Division	Shire Services	Status	various
Unit	Children's Services	Salary Grade	Grade 5
Reports to	Customer Service Team Officer	Reviewed	

STRATEGIC INTENT

Grow and deliver a range of high quality Children’s Services that meet the needs of the community ensuring equity of access, while maintaining financial sustainability as a business unit within Council.

At Sutherland Shire Council Children’s Services, we strive to differentiate our brand and customer service through the provision of an excellent customer experience.

We build customer loyalty, develop a solid community reputation and educate the community about our service offerings to ensure the business continues to grow & has long term success

POSITION PURPOSE

To deliver a consistent, continually improving customer experience

To ensure service utilisation is maintained at the highest level at all times

To ensure all income is collected & accounted for

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Deliver exceptional customer service which is aligned to the corporate values	<ul style="list-style-type: none">▪ Solution-focused, proactive approach▪ Council is represented in a professional manner▪ Takes ownership of a customer problem; follows it through to resolution, and follows up to confirm the problem is resolved to the customers satisfaction▪ Actively looks for ways to go the extra mile and exceed customer expectations▪ Information provided by customers remains confidential at all times▪ Communicates promptly and honestly▪ Listens well, is responsive and demonstrate a sense of urgency to meet customer requests▪ Customers are viewed in a positive manner, they are treated in a courteous and friendly way both publicly and internally▪ Customer enquiries are answered to a high level of satisfaction and in a timely manner

	<ul style="list-style-type: none"> ▪ Strives to make it easier for customers, doesn't let unnecessary processes get in the way, thinks outside of the box. ▪ Initiates written communication to resolve customer issues
Works effectively and collaboratively with a range of people within the team, unit and broader Council	<ul style="list-style-type: none"> ▪ Works collaboratively with the team to solve problems, identify issues and build on each other's ideas ▪ Sets and monitors clear goals and challenging targets as individuals and as a team ▪ Develops and facilitates collaborative working relationships within the CST and cross-functional involvement across the unit ▪ Handles disagreements effectively and works with the team to resolve ▪ Contributes to team meetings and assists the Manager to develop strategic initiatives to enhance the customer experience ▪ Equitably shares responsibilities ▪ Embodies the corporate values in everyday work – in all written and verbal communication and to external customers and internal colleagues. ▪ Assists in creating an environment of trust, open communication, creative thinking, and cohesive team effort. ▪ Shifts focus based on priorities of the team
Actively engages in sales and marketing of all education and care services	<ul style="list-style-type: none"> ▪ Presents, promotes and sells using solid knowledge and understanding of each education and care service ▪ Actively seeks and engages customer prospects ▪ Seeks an understanding of what customers value ▪ Contributes to promotional campaigns and the collection of data ▪ Accurately records all referrals and provides weekly reports on sales activity ▪ Maintains vacancy data on all websites and provides to relevant stakeholders ▪ Thorough knowledge of database is applied when filling positions and analysis is shared with relevant stakeholders ▪ Organises daily schedule to make the most of calling potential customers ▪ Remains knowledgeable on services offered (their benefits, attributes, key selling points) and takes initiative to suggest ways to improve sales ▪ Maintains data from customers that can guide future marketing and business adjustments ▪ Effectively identifies customers' needs, engages their emotions and sincerely cares
Engage in sound financial processes	<ul style="list-style-type: none"> ▪ Accounts and incoming payments are processed in compliance with procedures and adopted policy ▪ Perform day to day financial transactions accurately and timely

	<ul style="list-style-type: none"> Verify discrepancies and resolve customer billing issues and enquiries Proactively monitor all accounts and manage all debtors to ensure a nil balance is maintained
Coordinates and completes all office administration	<ul style="list-style-type: none"> Provides prompt and professional administration support Applies systems and processes to generate quality and timely documents Ensures the office and customer service area is clean and presentable at all times Maintains spread sheets, statistics, databases as documented Writes and distributes email correspondence, in line with corporate values Answers and directs phone enquires, in line with corporate values. Provides reports to management and external agencies within required timeframes All work is compliant with legislative requirements
Proactively contributes to continuous improvement in the team	<ul style="list-style-type: none"> Looks for opportunities to improve processes that lead to enhanced customer service as well as reducing cost, improving efficiency and increasing accuracy Captures suggestions for improvement from customers and shares with the greater team Communication is used as a learning tool to reflect on examples of customer interactions, complaints and feedback. Problems are used as an opportunity to improve. Actively learns, grows and maintains knowledge base on legislation, services, software, processes and procedures Willingly takes on new and interesting tasks and progressively updates processes, systems and approaches Contributes to the review of processes, procedures and systems, ensuring they remain current Actively participates in training opportunities that are relevant to the role and maintains core values of the Business Unit.

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> Nil
	Desirable	Certificate III or above in Customer Service , Business Administration Certificate II or above in Business Sales , Marketing
Experience and skills	Essential	Prior experience in customer service and administration Excellent selling, communication and negotiation skills

		<ul style="list-style-type: none"> • Thorough knowledge of all services – their benefits, attributes, key selling points • Prioritising, time management and organisational skills • Attention to detail and problem solving skills • Proficiency in office management systems
	Desirable	<ul style="list-style-type: none"> • Familiarity with the processes of local government, • Knowledge of Children's Services legislation

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> ▪ Team focussed: Supports group decisions and puts group goals ahead of own goals. Interacts with people effectively. ▪ Work standards: Shows concern for all aspects of the job and follows up on work outputs. ▪ Motivation: Displays energy and enthusiasm in approaching the job. Maintains high level of productivity and self-direction. ▪ Reliability: Takes personal responsibility for job performance. Completes work in a timely and consistent manner. ▪ Autonomous: Ability to complete tasks with minimal assistance and be confident to make decisions that are in the best interests of the customer ▪ Self-confident: Confident to asks questions, willing to take risks, admit mistakes, recognise their own strengths and weaknesses and is motivated to work towards improvements ▪ Adaptability: Adapts to changing work environments, work priorities and organisational needs ▪ Planning and organising: Plans and organises tasks and work responsibilities to achieve objectives ▪ Optimistic: Displays a positive mindset and engages in constructive behaviours ▪ Communication: Ability to convey information to people clearly and simply, being able to read customers and have a good understanding how others will interpret your words and behaviour. ▪ Willingness to learn and be reflective: Curious, interested in new approaches, passion for growth and actively uses experiences to develop knowledge and skills
------------	---

OUR VALUES

Behaviours	<ul style="list-style-type: none"> ▪ Collaborate – We are a united team. We work together to deliver great outcomes for our community ▪ Achieve- We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community ▪ Respect – We communicate openly, act with integrity and are inclusive ▪ Evolve – We look for opportunities and embrace change, championing new ideas, and celebrating solutions.
------------	---

CORPORATE OBLIGATIONS

Employees	No direct reports. Unit structure attached.
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.
Records Management	Comply with Council's Records and Information Management Policy including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

SPECIFIC CONDITIONS OF EMPLOYMENT

Permanent full-time position working 35 hours per week, 19 day month, flexi time available. Two shifts shared the team equally to cover the operational requirements.