

Position Description

Position title	Customer Relations Officer
Reports to	Supervisor Customer Relations
Department	Community, Planning & Environment
Classification	Level 2-3 Local Government Industry Award (Stream A)
Last Review Date	June 2018

Position Summary

The Customer Relations Officer is responsible for maximising satisfaction of external and internal customers by facilitating customer interaction with Council. This is achieved by providing quality service that meets or exceeds customer's expectations and fits with the objectives and policies of Council.

A key objective is to resolve customer service enquiries and requests at point of contact, without the need for referral wherever possible.

Position Specific Accountabilities

- Effectively engage and communicate with a wide range of customers to identify requirements, present solutions and problem solving to resolve queries/issues at point of contact wherever possible.
- Obtain and maintain a strong knowledge of council operations and processes to ensure the provision of complete, accurate and timely advice and assistance to customers.
- Prioritise and manage customer interactions including service requests, complaints, general enquiries and transactions to ensure appropriate and efficient action is taken in accordance with Council's Customer Service Strategy.
- Use effective problem solving techniques to resolve service defects and contribute to the improvement of service delivery processes.
- Contribute to the continuous improvement of policies, procedures and processes.
- Accurately input required data into Council's customer request management system.
- Accurately receipt and process payments in accordance with Council's Cash Handling policy.
- Accurately complete end of day banking and reconciliation processes in accordance with Council's Cash Handling policy
- Maintain records for specified services and protect confidentiality of the organisation's customers and data as required by Council's Code of Conduct and Records Management policies and procedures.
- Process hall hire, cemetery plaque applications and infrastructure related customer enquiries as required in accordance with established procedures. Contribute to reaching team objectives and work effectively as a team member.
- Actively participate in group and section meetings, report on progress and challenges faced at team meetings.

Organisation Responsibilities

- Model the highest standard of ethical and professional behaviour and act with integrity and confidentiality whilst representing Council internally and externally.
- Adhere to all relevant legislative frameworks, rules, Council policies and guidelines.
- Be familiar with and undertake all work in accordance with relevant policy and legislation, including: TRC's Safety Management System - SAFE PLAN, TRC's Code of Conduct, Council's Local Laws,

Values and Behaviours, the *Local Government Act 2009*, Anti-discrimination and Privacy legislation; Purchasing and Procurement; and Comply with all Workplace Health & Safety legislation, and other relevant policies, procedures and legislation;

- Follow reasonable directives to maintain critical business activities in the event of an unplanned disruption, including but not limited to a disaster.
- Other responsibilities as reasonably expected.

Selection Criteria

Essential

1. Demonstrated exceptional written and verbal communication skills including the ability to communicate complex issues in a clear and concise manner, and effectively negotiate with a wide range of people.
2. Problem solving and negotiation experience with the ability to contribute ideas and work well in a team environment, especially during surges in workload and times of high customer demand.
3. An understanding of general receipting processes and demonstrated understanding of or experience in end-of-day financial balancing processes.
4. Demonstrated call centre and customer service skill and experience.
5. Significant experience working with the Microsoft Office suite of technologies (in particular Word, Outlook and Excel), including experience using a customer request management system in real-time while serving a customer.

Qualifications

- Certificate III in Business Administration or equivalent qualifications/experience and/or
- Minimum three (3) years customer service experience including contact or call centre environment.

Position Specific Conditions

- The successful completion of a Pre-Employment Medical Assessment (including drug and alcohol screening) is required before any offer of employment as well as evidence of skills and qualifications and the possession of a current Drivers Licence.
- Due to the nature of this position, a criminal history check is required.

I have read and understood the above Position Description					
INCUMBENT NAME		SIGNATURE		DATE	
SUPERVISOR NAME		SIGNATURE		DATE	