
Team Leader Customer Experience



Position description

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Northern Grampians Shire Council
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Position description

Position title	Team Leader Customer Experience
Classification	Band 5
Directorate	Corporate Services
Department	Customer Experience

Our organisation

Northern Grampians Shire Council values community spirit, innovation and collaboration. We have implemented Activity Based Working, operate on Google platform, and where possible we are upgrading our systems to be cloud-based. This improves efficiency and equips our employees to undertake their roles effectively and efficiently whether they are working in the office or out in the community.

Position objectives

This position is responsible for leading Council's customer experience processes and capabilities across the organisation so customer experience delivery is responsive, first point issue resolution and customer centric.

Key responsibility areas

- Ensure Council's Service Standards are met, customers are welcomed and requests are handled efficiently in a knowledgeable, confidential and timely manner, via all avenues including (but not limited to):
 - customer service centres
 - telephone
 - Council's website
 - Receipting
- Actively participate in development, implementation and evaluation strategies and systems to ensure an integrated approach to the customer service that is customer centric and first point issue resolution.
- Assist with building the capacity and attitude of the Customer Support Officers to provide exceptional customer service that is responsive, first point issue resolution and customer centric.
- Implement and monitor customer service systems which will improve the service delivery and enhance the image of Council.
- Monitor and report on customer service protocols and identify process improvements relevant to Customer Service across the organisation.
- Provide frontline customer service including processing customer requests, receipting and switchboard operation.
- Train staff in all aspects of their Customer Support Officer role and work with all departments to provide guidance on our customer service systems.
- Work with Customer Support Officers to assist with process improvements and development of tools and skills in all aspects of customer experience via process mapping.
- Undertake management of identified Council facilities including bookings and utilisation, ensuring facilities are hired in accordance with Council policy and guidelines.
- Assist with customer experience issues which impact on Council's resources or image.
- Develop and maintain relevant work schedules to ensure effective allocation and completion of tasks within the department while fully utilising employees
- Monitor and respond to complaints on customer experience initiatives and work to provide solutions and improve processes where appropriate.
- Assist with monitoring customer satisfaction levels at an organisational level and facilitate appropriate responses.
- Encourage and support employees to be customer driven through seeking regular feedback from customers, taking appropriate action based on that feedback and by demonstrating and promoting expected customer service behaviours at all times.
- Assist with the reporting on performance of customer request management (CRM) and complaints handling.

- Ensure all back office receipting is processed appropriately.
- Perform, as directed, other duties that are within the limits of the incumbents' skill, competence and training.

Corporate responsibilities

All supervisors will:

- provide a safe and healthy work environment, in accordance with the *Occupational Health and Safety Act 2004*, its amendments, Regulations and related Codes of Practice and Australian Standards
- understand the principles of Risk Management, including their application to resource conservation and incident/claim reduction
- commit to consulting and keeping relevant employees informed
- contribute to the analysis of all potential and significant loss incidents within their jurisdiction as described within Annexure C of the Risk Strategy
- contribute to the development of the Council's Business Continuity Planning program
- develop agreed and measurable risk success measures in conjunction with employee, to support Management Plan objectives and as part of the EBA and annual review process
- assist employee in the identification, evaluation and mitigation of risks associated with their success measures
- enter all risks within their jurisdiction onto the Council's Risk Register and manage them
- contribute to the development and implementation of Risk Treatment Options
- develop or amend appropriate Council policies and procedures to address risks
- keep employees appropriately informed of all changes relating to registered risks
- advise of any risk issues within their jurisdiction that should be incorporated in forthcoming budgets and those that impact organisationally
- ensure that the induction process for all new employees in their area includes:
 - the Council's Risk Management Policy and Strategy
 - an overview of the Council's cascading plans and their contribution to the relevant objectives at each planning level
- provide timely assistance and requested information in relation to any insurance claim or Risk Management issue
- ensure that the Council responds immediately to any report of a hazard or incident received from a resident, employee or visitor
- promote Risk Management as a vital business principle
- develop Job Safety & Environmental Analysis/SWMS for various activities and encourage the specific use of organisationally developed JSEA's
- support employee attendance at risk management training.

Organisational relationship

Reports to	Manager People & Culture
Manages	Customer Support Officers
External relationships	Members of the community
Internal relationships	Councillors and all Council staff

Accountability and extent of authority

This position is accountable for:

- ensure a consistently high standard of service to the community, residents, service users and external stakeholders.
- monitoring and implementing improvements to service provision in accordance with budget constraints
- assuring the quality of work performed and that tasks are performed in an efficient, effective, and accountable manner
- maintaining accurate and up to date records

This position has the authority to:

- Provide advice and information to employees and the wider community regarding Council's services
- Undertake delegated authority in accordance with Council policy
- Freedom to act is governed by clear objectives and/or budgets with regular reporting to the Manager People and Culture

Judgement and decision making

- Use initiative and sound judgement within the area of professional expertise and in accordance with the approved work plan, policies and procedures
- Make recommendations for future planning and development
- Ability to assess, develop and improve processes based on experience
- New situations and or complex issues may occasionally be presented that will require the incumbent to apply a degree of creativity, originality and common sense
- Ability to adapt to changing work requirements, and work under pressure.
- Problems are occasionally of a complex nature with solutions not related to previously encountered situations. Guidance and advice would usually be available from the Manager People and Culture.

Specialist skills and knowledge

- Understanding of the functions of the organisation and department, relevant practices, legislation, technology and processes to enable efficient and effective service delivery
- Ability to develop, implement and review processes and systems to improve the operations of the unit.
- Ability to impart knowledge and information on councils products, services and policies to the Customer Experience team and other employees as required.

Management skills

- Skills that include the ability to work in a collaborative way with a team and across networks
- Highly developed organisational and administrative skills as well as excellent time management skills including the ability to identify workload priorities and meet deadlines.
- Demonstrated ability to plan, prioritise and organise work to achieve specific and set objectives within the available resources
- Ability to manage employees and to implement personnel policies and practices including awards, EEO and OH&S policies, recruitment and selection procedures and techniques, position descriptions and employee development programs.
- Ability to manage staff and deliver a team work program on time and within budget
- Proficiency in word processing, data entry and service management software.

Interpersonal skills

- Demonstrated ability to communicate effectively, gain cooperation and influence a wide range of individuals, groups, organisations and other stakeholders.
- Demonstrated ability to work as a team member and have a flexible approach to duties
- Demonstrated ability to provide efficient customer service in a courteous, professional and consistent manner
- Demonstrated ability to maintain confidentiality
- Commitment to high levels of customer service.
- Commitment to working in a team environment.

Qualifications and experience

- Qualification in business administration or similar field
- Experience, knowledge and ability in planning, developing and implementing customer service and dealing with people with a customer focus.
- Demonstrated organisational skills and the ability deliver programs with competing priorities
- Demonstrated experience in process improvement.
- Demonstrated experience cash handling and financial processes

Selection criteria

- Relevant qualifications or experience as outlined above
- Experience, knowledge and ability in planning, developing and implementing customer service.
- Demonstrated ability to communicate effectively, gain cooperation and influence a wide range of individuals, groups, organisations and other stakeholders.
- Ability to manage staff and deliver a team work program on time and within budget
- Highly developed organisational and administrative skills as well as excellent time management skills including the ability to identify workload priorities and meet deadlines.

Conditions of employment

Conditions of employment are in accordance with the *Northern Grampians Shire Council Enterprise Agreement Number 8 – 2018* and Northern Grampians Shire Council policies and procedures.

Tenure - Permanent Full time

Probation period - All Council appointments are subject to a minimum period of employment (“probationary period”) of three months. This period may be extended by a further three months if circumstances require such an extension.

Driving licence – The incumbent must hold a current driver's licence which allows them to drive within Victoria.

Medical examination - All appointments are required to undertake a satisfactory pre-employment medical examination at Council's expense.

Working with Children Check - The incumbent must hold a current Working with Children Check.

Police Check - All appointments are subject to a satisfactory National Police Record Check.

Workcover arrangements - As a condition of appointment to this position, the appointee must disclose pre-existing illnesses or injuries prior to employment and may be required to undertake a medical examination with a Registered Medical Doctor; failure to do this may remove the appointee's entitlement to any future Workcover compensation.

Document review

Date Approved/reviewed	February 2020
Prepared by	Manager People and Culture
Approved by	Chief Executive Officer