



CUSTOMER SERVICE OFFICER

POSITION PROFILE

Division	Corporate Support	Status	Full time, permanent
Unit	Customer Service	Salary Grade	
Reports to	Customer Experience Team Leader	Reviewed	

STRATEGIC INTENT

At Sutherland Shire Council we strive to differentiate our brand through the provision of an excellent customer experience. Our customers are at the heart of what we do every day, and are the reason this team exists. Being able to impress and deliver a service that not only meets, but exceeds customer expectations is critical to the success of the position of Customer Service Officer.

POSITION PURPOSE

To provide the total Customer Service product from point of enquiry to resolution, ensuring customer satisfaction and promoting good customer relationships and excellent customer experiences.

- Contribute towards the omni-channel experience, delivering amazing customer service from all touch points of Council's Contact Centre.
- Show passion and willingness to adapt to ever-changing customer needs, helping to support Council's digital shift.
- Contribute to the efficient running of the Contact Centre by assisting with any daily tasks.
- Actively share knowledge with team members and contribute to building a culture based on collaboration and continuous service improvement.

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
An improved customer experience	<ul style="list-style-type: none">▪ Contributing collaboratively and positively towards the delivery of Council's Customer Experience Strategy.▪ Passionate about delivering positive customer service experiences and enjoy working in a fast-paced environment.▪ Digitally savvy, passionate about driving digital experience and enjoy engaging customers.▪ Able to aid in the implementation of Customer Experience KPI's e.g. NPS, CSAT, CES for ensuring optimal customer experiences, independent of primary customer touchpoints.▪ Proactive analytical approach to resolving Customer Complaints/Queries

	<ul style="list-style-type: none"> ▪ Support the team with adhoc data analysis and insights to solve business problems ▪ Ensuring complaints are handled efficiently and effectively.
Efficient resolution of customer enquiries	<ul style="list-style-type: none"> ▪ Rotate between any touchpoint of the Contact Centre to deliver omni-channel Customer Service when and where required (phone, face-to-face, digital, etc.) ▪ Represent Council in a professional manner, supporting colleagues and delivering an exceptional experience for our customers. ▪ Manage customers on arrival to the Contact Centre, enthusiastically servicing enquiries to a premium standard, being informative and taking ownership of problems. ▪ Acknowledge and assist with customer complaints and requests for service ▪ Provide general advice on technical / more complex issues ▪ Consult and negotiate with staff from other areas of the Council to achieve positive outcomes for our customers, resolving enquiries at first contact wherever possible ▪ Alter your approach as required to ensure all customers receive excellent customer experiences
Processing of customer payments	<ul style="list-style-type: none"> ▪ Perform cashiering duties, receipting & balancing of cash float ensuring that there are no discrepancies at the end of day
Collaborate with supervisor and team members, and other Business Units of Council	<ul style="list-style-type: none"> ▪ Develop and facilitate collaborative working relationships and cross-functional involvement between the Customer Service team and other Business Units of Council ▪ Contribute to team meetings with current and relevant information relating to delivering efficient customer service in a team environment ▪ Share responsibilities of other members of team showing mutual respect within team
This position has been identified as having the responsibility of managing financial transactions for the organisation, as required.	<ul style="list-style-type: none"> ▪ In undertaking these duties you are placed in a position of trust and must abide by Council's Code of Conduct at all times. In the event that fraudulent conduct is suspected or identified, relevant processes including disciplinary will be followed, and where appropriate, relevant external agencies may be notified.
Other	<ul style="list-style-type: none"> ▪ Any other duties within area of skill as directed

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> • Nil
Experience or skills	Essential	<ul style="list-style-type: none"> • At least 3 years' experience in roles directly involved in customer service (face-to-face, high volume call centres and digital). • Experience in and understanding of the implementation of Customer Experience KPI's e.g. NPS, CSAT, CES. • Experience in taking analytical approaches to problem solve and improve the customer experience • Experience with use of various computer applications, including Microsoft office and the use of EFTPOS devices • Impeccable manner in delivering Customer Service via phone, face-to-face or digital channels. • Demonstrated ability to consult and negotiate with staff from other areas of an organisation to achieve desirable outcomes for our customers. • Experience juggling a variety of enquiries and issues simultaneously • Experience dealing with the public and solving conflicts • Experience handling financial transactions, including receipting, invoicing and daily balancing • Comfortable working to KPI's achieving individual and team goals
	Desirable	<ul style="list-style-type: none"> • Experience working in dynamic work environments

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> ▪ Decision making: Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them. ▪ Goals oriented: Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them ▪ Critical thinking: Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders. ▪ Communication skills: able to articulate complex and technical matters in simple terms.
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- **People skills:** empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary.
- **Team focussed:** Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues

OUR VALUES

Behaviours	<ul style="list-style-type: none"> ▪ Collaborate - be open and welcoming, genuinely connect to others, include others, work together as one ▪ Achieve - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day ▪ Respect – be honest and trustworthy, do what you say you will put yourself in the other person’s shoes, listen to what’s important to others ▪ Evolve – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker
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CORPORATE OBLIGATIONS

Employees	No direct reports.
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.
Enterprise Content Management	Comply with Council’s Enterprise Content Management Determination and associated guidelines 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 role, 35 hours per week, 7 hours per day.
19 day month flexi-time arrangement