

POSITION DESCRIPTION

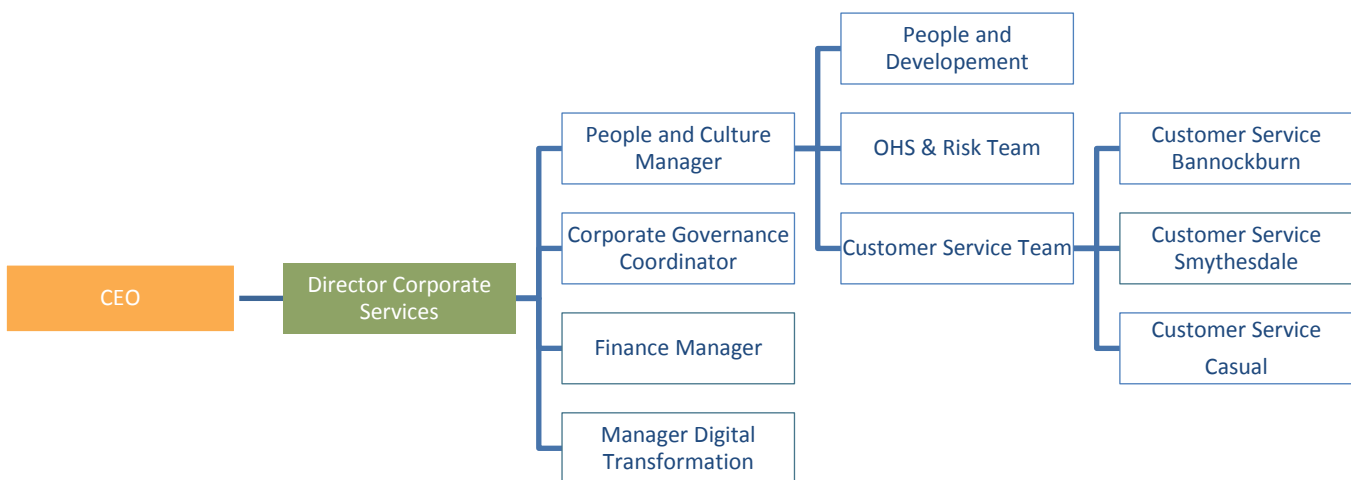
CUSTOMER SERVICE OFFICER - NORTHERN

Position Number:	424115
Directorate:	Corporate Services
Division and Team:	People and Culture department, Customer Service team
Location:	Golden Plains Customer Services Centres located at Smythesdale and Bannockburn Customer Service Centres – with the primary location being Smythesdale (“The Well”)
Employment status:	Permanent, Part Time
Classification:	Band 4 plus applicable superannuation guarantee rate
Date:	March 2021

POSITION OBJECTIVES

- To ensure the highest level of customer experience through servicing residents, ratepayers and stakeholders in a professional, courteous and efficient manner.
- To provide accurate information and resolve customer enquiries through an omni channel experience whilst upholding our Customer Service values and strategy.
- To help drive first contact resolution and increase customer satisfaction across the shire.
- To lead the Customer Service space in our Smythesdale office ensuring service standard and performance objectives are achieved.

ORGANISATIONAL RELATIONSHIPS



Reports to:	Senior Customer Service Officer
Directly Supervises:	Nil
Internal Liaisons:	All Council staff, Councillors
External Liaisons:	Residents, ratepayers, customers, businesses, community organisations, government agencies and statutory authorities.

KEY RESPONSIBILITIES AND DUTIES

Customer Service Duties

- Act as initial contact point for all enquiries at Council's Customer Service Centres.
- Work across both Council Customer Service locations – Bannockburn and Smythesdale.
- Respond to a wide variety of enquiries and requests via telephone, counter or email on all aspects of Council's operations, referring complex enquiries to appropriate units and officers within Council.
- Record and monitor service requests received from the public through Council's Customer Service Request System (CRMS).
- Receive and issue approvals for applications for Council services, including disabled parking permits where authorised.
- Assist other Council departments with complex cases including customer resolution and communication.
- Provide information to residents, ratepayers and visitors about the Shire, its services, activities, events and attractions and produce and distribute new resident's kits.
- Communicate accurate information such as Council policies/ procedures and resolve conflict, dealing with customers who may be difficult or demanding, by following Council requirements and customer expectations through the provision of information and services in a courteous, efficient and friendly manner.
- Maintain a safe and attractive public area, including brochure and promotional displays.
- Assist various council departments with administration and customer service duties.
- Ensure ongoing self-learning & development and a willingness to take on new tasks and challenges.
- Cashiering, receipting and reconciling payments and monies received.
- Prepare banking and deposit.
- Issue copies of rate notices.
- Collect and deposit mail and other sundry items.
- Handle and dispose of sharps containers.
- Act in accordance with Council's Customer Service Standards.

Additional Duties as required

- Support the Rates and Property team with rates administration functions.
- Process garbage applications.
- Process changes of address.
- Process disabled parking permits.

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- Deposit banking.
 - Assist Building department with administration activities.
 - Assist Works department with administration and customer service function.
 - Collect and deposit mail and other sundry items.
 - Provide sharps containers.

General Responsibilities

- Attend relevant training programs approved by the Senior Customer Service Officer.
- Act in accordance with Council's Customer Service Charter.
- Other duties within the scope of the employee's skills, competence and training as directed.

Corporate Responsibilities

- Promote excellence in customer service and in conjunction with the Unit Manager and Team Leader, identify, review and implement strategies to improve service quality and efficiency.
- Maintain excellent team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets.
- Participate as directed in training and education to maintain an up to day knowledge of emergency management responses.
- Provide administration, logistic and specialist support and advice during CEO identified emergency events.
- Comply with Council policies and procedures.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position provides information to customers and supports the functioning of Council's Customer Service Offices located at Bannockburn and Smythesdale. Freedom to act is limited by standards and procedures and is governed by specific guidelines. Work generally falls within specific guidelines, with scope to exercise discretion in the application of established standards and procedures.

The effect of decisions and action are limited to individual clients.

Complex, sensitive and non-routine matters are referred to the appropriate Manager or Supervisor.

JUDGEMENT AND DECISION MAKING

The objectives of the work are well defined with the particular method or process selected from a range of available alternatives. Guidance and advice is always available within the time available to make a choice.

SPECIALIST SKILLS AND KNOWLEDGE

The Customer Service Officer will have an understanding of the function of customer service within the organisational context, including customer service policies along with an understanding of the goals of the customer service team and an understanding of the customer service goals of Council.

The position requires the Customer Service Officer to have an understanding of the relevant technology, procedures and processes used in the Customer Service team.

The position of Customer Service Officer requires strong conflict resolution and negotiation skills. The Customer Service Officer must be effective in handling complex cases and difficult customers whilst having a positive attitude and always being solutions focussed.

The Customer Service Officer must have a strong work ethic and ability to work autonomously without supervision in an isolated environment. This requires strong written and verbal communication skills and an ability to use email as a main communication technique.

MANAGEMENT SKILLS

The Customer Service Officer will have the skill to manage their own time and plan their work along with the ability to work in a team environment to achieve team objectives.

INTERPERSONAL SKILLS

Communication skill will be sufficient to allow the Customer Service Officer to gain the cooperation and assistance of customers, members of the public and other employees in the administration of records functions.

The position requires skills in written communication to enable the preparation of routine correspondence and reports.

RESPONSIBILITIES FOR ALL GOLDEN PLAINS EMPLOYEES

Occupational Health and Safety

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others.
- Participate in Occupational Health and Safety training.
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement by contributing to the Safety System within the Department.
- Contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.
- Promote and champion a culture of safety within the workplace.

Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested.
- Demonstrate an understanding of, and a commitment to, Council's Risk Management Standard Operating Procedure.
- Report all hazards and incidents of which they become aware.

Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities.
- Comply with Council records management processes.
- Keep accurate and complete records of business activities and decision making.

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- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

Community Engagement

Golden Plains Shire Council is committed to enhancing the opportunities it provides to the community to be involved in Council's decision-making processes. Employees are required to demonstrate a commitment to community engagement. This includes:

- Adhering to Council's community engagement strategy, policy, and framework.
- Providing genuine opportunities for the community to be involved in relevant Council decisions and projects.
- Involving community members and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved.
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach.
- Providing community members with relevant and timely information to inform their participation.

Equal Opportunity

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy and Data Protection Act 2014, the Health Records Act and Council's Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

OTHER REQUIREMENTS

- Employment is subject to a satisfactory six-month probationary period.
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct.
- Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form.
- A current Australian driver licence.
- Maintain a satisfactory National Criminal History Check and Working with Children's Check.
- As part of your role, you may have direct or indirect contact with children. It is your obligation to always ensure their safety and report any concerns that you have, in line with our duty of care obligations. You will be required to regularly provide the necessary working with children, police records and reference checks. We have zero tolerance when it comes to abuse of any kind and will take disciplinary action, including and up to termination of

employment, should we determine that abuse has taken place or there has been a failure to report any suspected or alleged abuse.

- Tasks within this role may be required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week. Where weekly hours are expected to exceed the core hours, with the prior approval of the Team Leader / Manager, additional hours may be worked and accumulated as time in lieu. Time in lieu will be hour for hour and shall be recorded and taken within one month in accordance with Council's Enterprise Agreement.

QUALIFICATIONS AND EXPERIENCE

The skills and knowledge required are beyond those required through secondary education alone. Typically, the skills would be gained through the completion of a relevant Certificate IV or a lesser qualification with experience in a customer service environment.

KEY SELECTION CRITERIA

1. Proven commitment to providing excellent customer service in a busy office and service delivery environment.
2. Skills in conflict resolution and exemplifies personal drive, integrity and resilience under difficult circumstances.
3. Proven ability to work co-operatively in a team environment and to build and maintain effective working relationships.
4. Experience in handling and receipting of money and financial transactions.
5. Well-developed computer literacy and keyboard skills, including experience in using Microsoft Software packages.
6. Well-developed verbal and written skills and the ability to liaise effectively with a wide range of internal and external customers.
7. A basic understanding of the role of local government and the services provided by the Golden Plains Shire Council.

Police Check results that are suitable for this position (will be arranged by Golden Plains Council).

APPROVAL

Prepared By:	Emma Whitelaw
Approved By:	Claire Tehan, Manager People and Culture
Reviewed By (P&C):	Claire Tehan, Manager People and Culture
Date:	March 2021
Employee Acceptance: (name and signature)	
Date:	

PLEASE NOTE:

Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.