



# Position Description

## Non-supervisory Employees

<b>Position Title</b>	Customer Service Officer
<b>Section</b>	Customer Service
<b>Division</b>	Office of CEO
<b>Reports to</b>	Team Leader Customer Service
<b>Grade</b>	8
<b>Employment Status (FT/PT/Casual/Temp)</b>	<b>Full Time/ Part Time/Casual/Temp</b>

## Position purpose

To deliver an excellent service experience to our customers both internal and external through multiple channels, the contact centre and service centres located in Port Macquarie, Laurieton and Wauchope. This role promotes a positive image of Council together with positive working relationships across the organisation.

## Position specific responsibilities

The key duties you are expected to perform in your role.

- Respond to customer enquiries and requests accurately and in a timely manner
- Provide first contact resolution where possible using resources available or determine the most appropriate course of action
- Ensure enquiries for distribution to others are communicated accurately and distributed in a timely manner
- Have a good understanding of Council's operations and comply with Council policies, procedures, systems, code of conduct and values
- Ensure Council's incoming correspondence is actioned in accordance with Council's operational standards
- Maintain up to date knowledge of the Development Applications and online portal as required
- Maintain a working knowledge of cemeteries and be able to answer basic cemetery enquiries using resources available
- Maintain a working knowledge of companion animal legislation and procedures
- When required process burial applications, plot reservations, ash placements, headstones and plaques in a timely manner
- Ensure 100% accuracy in cash handling and financial transactions and report any cash discrepancies to Customer Service Centres Supervisor or Customer Service Team Leader
- Be team focused and willing to assist others both within and outside the team to meet fluctuating workloads
- Participate in regular Employee Engagement conversations
- Adhere to rostered times and advise your supervisor or team leader as soon as possible any change that may be required
- Maintain up to date Council knowledge and disseminate relevant information in a timely manner
- Support and participate Council's community engagement activities where possible



- Work in accordance with WHS legislation and relevant Council policies
- Any other related duties as directed, within the skills and scope of the role.



## Expected behaviours

Port Macquarie-Hastings Council values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee of Port Macquarie-Hastings Council. The values based behaviours will form the basis for individual employee performance assessments.

### Values-based behaviours for Non-Supervisory Employees

#### Values

#### Expected Behaviour

#### Communication

- I communicate with respect
- I constructively contribute to team meetings, toolbox talks and conversations
- I share information and ideas with colleagues
- I ask questions if I don't understand

#### Accountability

- I always work in a safe manner, looking after my own safety and the safety of those around me
- I am responsible for my own actions
- I take initiative to progress my own work
- I follow through on my work commitments

#### Professionalism

- I treat others with respect
- I complete my work to the best of my ability
- I take pride in my work
- I am flexible and responsive to changing work priorities and issues

#### Integrity

- I act honestly
- I understand and follow the law, rules, policies, guidelines and the Code of Conduct
- I treat others the way I wish to be treated
- I contribute positively to our work

#### Teamwork

- I look for, and am open to, new and better ways of doing things, together
- I am an engaged and enthusiastic team player
- I step in to help others when workloads are high
- I cooperate with my team members and supervisors



**Document Endorsement**

**Date**     21/10/21

**Group Manager**

Customer Experience & Communications

**Date**     21/10/21

**Director**

CEO

I have read and understand the contents of the Position Description for my role. I will undertake the responsibilities and behaviours required of me.

**Employee Name**

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**Employee Signature**

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**Date**

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