



POSITION DESCRIPTION

Senior Customer Service Officer

POSITION DETAILS

Position No.	000737	Department	Governance Recreation & Property Services
Employment Status	Ongoing full time	Location	Civic Centre
Unit	Customer Service	Classification	Administrative/Clerical, Level 3

POSITION OBJECTIVE

The key duties are:

- To provide support and contribute to the efficient and effective administration functions of the Customer Service Unit.
- Encourage a proactive and progressive attitude and culture within the Customer Service Unit and a support commitment to continuous improvement.
- To work cooperatively with other team members to provide accurate, appropriate, timely and friendly advice and information relating to Council's services, activities and facilities.

KEY FUNCTIONS AND RESPONSIBILITIES

- Act as a point of referral for Customer Service Officers in escalating customer service issues.
- Support development and maintenance of a strong culture of quality service delivered by all staff.
- Liaise with Customer Service Coordinator to ensure corporate objectives in relation to Customer Services are being achieved and any issues are promptly resolved.
- In collaboration with the Coordinator, ensure Customer Service Officers are competent in the use of available information systems and resources and understand the various supporting business process and policies.
- Allocate and monitor the workflows to ensure the achievements of timeframes of the Customer Service Unit.
- Provide first point of contact for customer enquiries, whether in person at the Service Counter, by telephone, or by email.

- Answer telephone calls to the main Council number, and resolve them as a customer service activity, or transfer them to the appropriate departmental officer, as appropriate.
- Undertake cashiering tasks including revenue collections, and the accurate allocation of transactions to properties, applications, and the general ledger system.
- Attend to customer requests in an effective and efficient manner, ensuring appropriate information is accurately entered into databases and forwarded to the appropriate section or officer.
- Undertake the daily balancing and banking of receipts, the preparation of cash floats and processing of receipting from Council's external offices.
- Deal with customer enquiries in relation to a broad range of Council services and functions. This includes general advice on the Planning Scheme and application process, the Building Act and application process, rates and receipting, environmental health, dog registration, By-Law compliance, kerbside waste collection, community events, facility bookings, asset maintenance and upgrades, Council meetings and other regulatory operations.
- Undertake a range of administrative functions including petty cash reconciliation, facility bookings, application lodgement, inspection bookings, creating and sending kerbside waste collection requests and reporting, completing and sending 337 requests, lodging customer service requests, record keeping and providing administrative support to other departments where possible.
- Other duties as required/directed from time to time, noting that an employee may be directed to carry out such duties as are within the limits of the employee's skills, competence and training.

Work Health and Safety: To take reasonable care that your acts and omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS policies and procedures.

Authority and accountability: Employees at this level are responsible for the completion of regularly occurring tasks and provide guidance to employees within the unit.

Judgment and problem solving: Employees use high level discretion in undertaking work as part of a team within well-established work practices and guidelines. This position requires the capacity to show initiative and sound judgment.

ORGANISATIONAL RELATIONSHIPS

Reporting Relationships

1. **Internal** – The position works closely with people from across the organisation. The position also deals with other members of the Information Services Directorate.

2. **External** – Community, customers, contractors and Government agencies.
3. **Direct Reports** - This role reports to Coordinator Customer Services and has no direct reports.

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

1. Significant customer service experience at a senior level including a high standard of written and verbal communication skills.
2. Demonstrated experience in providing operational support and advice to team members, including being an escalation point for complex or difficult queries.
3. Ability to use initiative in resolving problems and capacity to display sound judgement.
4. Strong interpersonal, negotiating and conflict resolution skills, including the ability to effectively communicate with a wide range of people and project a good public relations attitude.
5. Enthusiasm, positivity and ability to work co-operatively as part of a team and when necessary, work independently without direct supervision.
6. Highly developed computer skills using Microsoft Office products and the ability to use a range of specialist programs including Customer Relationship Management, Geographic Information and Document Management Records systems.
7. Proven time-management skills, including the ability to plan and prioritise work so as to achieve timely and accurate results and to reschedule prioritise when relevant.
8. Cashiering and money-handling experience and use and knowledge of computerised financial systems.

Desirable

- Experience and knowledge in Local Government systems, procedures and activities.
- A vocational qualification relevant to the role, e.g., Certificate III in Business.