

# Position description

## Customer Service Officer

### Summary information

| Section                 | Digital Services                                                                                                                                                                                                                                                                                                                                                                                                                | Directorate             | Corporate Services                 |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|------------------------------------|
| <b>BCC number(s)</b>    | Full-time positions:<br>BCC714, BCC716, BCC718,<br>BCC719, BCC720, BCC721,<br>BCC722, BCC723, BCC725,<br>BCC728, BCC729, BCC730,<br>BCC732, BCC734, BCC735,<br>BCC736, BCC1680,<br>BCC1681, BCC1907,<br>BCC1908, BCC1935,<br>BCC1936 and BCC1937<br><br>Part-time positions:<br>32 hours per week<br>BCC737<br><br>28 hours per week:<br>BCC715, BCC726, BCC727<br>and BCC1678<br><br>20 hours per week:<br>BCC1675 and BCC1676 | <b>Position type</b>    | Permanent, full-time and part-time |
| <b>Grade</b>            | Grade 7                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Skill descriptor</b> | Band 2 Level 1                     |
| <b>Reports to</b>       | Team Leader Customer Experience                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Direct reports</b>   | No                                 |
| <b>Approval limit</b>   | \$0                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Release limit</b>    | \$0                                |
| <b>Created/reviewed</b> | July 2024                                                                                                                                                                                                                                                                                                                                                                                                                       |                         |                                    |



Teamwork



Customer Focused



Innovation



Commitment to Safety

### Our values

Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

**Leadership is critical to all positions at Council.**

Leaders are responsible for providing direction and feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their team's success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all of their objectives.

### **1. Position purpose**

This role is primarily responsible for providing customer service for people seeking any of Council's services/and or products by evaluating customer needs and determine the best course of action to resolve issues as they arise whilst projecting a positive image of the Council.

The incumbent will comply with all applicable legislation, regulation and other law, including the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2025 and Council's Safety system.

### **2. Qualifications and experience**

**Essential:**

- Administrative qualifications or specialist skills training
- Customer service experience in either telephone or face to face enquiries in a high-volume area
- Experience in a call centre environment
- Cash handling experience
- Experience in computer applications.

**Desirable:**

- Previous experience in Local Government.

### **3. Authority**

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

#### 4. Key accountabilities

##### Position specific

- Provide quality service to all customers in person and over the telephone
- Maintain an up to date knowledge of Council's services, products and activities
- Enhance customer satisfaction through consistent responsive and polite handling of enquiries, requests, actions and complaints
- Represent Council in a positive way and enhance the image of Council through polite, professional and efficient behaviour
- Perform cashier functions
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
  - familiarise yourself with our volunteers policy and standards
  - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
  - undertake training needed to effectively coordinate volunteers
  - allocate sufficient time to volunteer coordination.

##### Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the Child Protection (Working with Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years.

##### Corporate

- Contribute to a positive workplace culture that embraces diversity and fosters the welfare of all staff.

- Undertake all activities in line with approved governance practices, especially in relation to risk, fraud and corruption.
- Contribute to the delivery of outcome necessary to achieve the goals and objectives of Councils currently adopted Community Strategic Plan.

#### **Equal employment opportunity (EEO)**

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

#### **Environmental sustainability**

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

### **5. Duties**

- Participate in the development of Customer Service policies and procedures.
- Identify problem areas of service delivery across Council and provide feedback on barriers to achieving standards of service.
- Work as a responsive and effective link between customers and the departments.
- Answer all telephone calls by giving the name of the work area and your first name in a polite and professional manner.
- Endeavour to meet all Key Performance Indicator agreements.
- Deal with complaints and enquiries on all Council's operations.
- Be sensitive to the language difficulties experienced by callers from non-English speaking backgrounds and to seek the assistance of a language aide staff member or interpreter service, where necessary.
- Liaise with both internal and external callers in the same manner by providing superior quality customer service.
- Action payments, applications and information at the counter and record as appropriate.
- Perform cashier duties including receipting and end of day balancing.
- Ensure all enquiries of an advanced technical nature are promptly referred to the duty officer of that technical field.
- Maintain a knowledge of technical aids which assist in satisfying enquiries e.g. maps, plans and computer systems.
- Sell Council products and provide the support information about the product.
- Undertake customer experience related tasks when requested.
- Attend work in the provided uniform to prepare for the interchangeable assistance throughout a shift if required for example counter duties.

- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

## 6. Performance criteria

As per Council's performance management system.

## Acknowledgement and agreement

|            |            |       |
|------------|------------|-------|
| Employee   | Name:      |       |
|            | Signature: | Date: |
| Supervisor | Name:      |       |
|            | Signature: | Date: |