

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Customer Service Officer	1282
CLASSIFICATION	ANZCO CODE
Band 5	541211
DEPARTMENT	DIVISION
Customer Experience	Corporate Services
AGREEMENT	LOCATION
Ballarat City Council Enterprise Agreement No. 9 2023	Phoenix Building

Position Objectives

- Provide the City of Ballarat's customers with an efficient, friendly, high-quality service. Customers' needs should be quickly identified, and the relevant process should be followed as outlined by the Customer Service Documentation System (wiki).
- Communicate with customers via a range of channels including Phone, Face to Face, and digital methods
- To actively participate as part of the team of Customer Service Officers ensuring that workload is shared evenly amongst all members of the team
- To follow the City of Ballarat Code of Conduct and actively contribute to a friendly working environment
- Participate in individual coaching sessions to continuously improve the level of service provided by individuals within the team
- Assist people of culturally and linguistically diverse backgrounds to navigate Council systems and processes

The term 'customer' refers to:

- All users of City of Ballarat services, including residents, ratepayers, tourists and other visitors to Ballarat
- Businesses and other Organisations, including Councils and other governmental bodies, with which the City has dealings
- Staff and Councillors of the City of Ballarat, who interact with each other as internal customers providing a wide range of internal services

Key Responsibility Areas

External Customer Service

Provision of high-quality Customer Service to all customers of the City of Ballarat including:

- Prompt, friendly, knowledgeable, and efficient response to requests, enquiries and complaints by customers
- Effective referral of customers to, and liaison with, other staff where necessary
- Aid customers with filling out applications forms
- Aid customers with registrations processes
- Aid customers with the navigation of City of Ballarat processes as per Customer Service Documentation (Customer Service Wiki)

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- Handle follow up calls from customers regarding existing requests
- Participate in individual coaching sessions to continuously improve the level of service provided by individuals within the team and maintain highest possible standards of quality as per KPIs

Internal Customer Service

Provision of friendly and efficient assistance and advice on customer service matters to all City of Ballarat staff. This service includes:

- Assistance with individual customer issues
- Aid internal customers with the navigation of City of Ballarat processes as per Customer Service Documentation (Customer Service Wiki)

3.3 Data Collection

- Ensuring the appropriate request or “stat” is logged in pathway for every customer interaction
- Ensure accurate updates to any customer and council data takes place as required

3.4 Other

- Ensure that all processes outlined within the Customer Service Documentation (Customer Service Wiki) are followed
- Provide feedback to Systems Support Coordinator and/or Manager Customer Experience regarding any process issues experienced
- Perform Cashier / Receipting function as required, observing all relevant financial and/or receipting procedures
- Constructively participate in all team meetings and individual coaching sessions displaying commitment to continuously improving team environment and level of Customer Service provided
- Assist people of culturally and linguistically diverse backgrounds as part of Council's emergency management recovery processes
- Assist people of culturally and linguistically diverse backgrounds during civic events and envoys

From a Health & Safety perspective the City of Ballarat requires the following:

All Employees and Volunteers

- Report hazards, incidents, injuries and unsafe practices as soon as possible
- Constructive participation in investigations and assistance in implementing corrective actions
- Wear PPE and follow safe work procedures as directed
- Constructively participate in monthly team meetings
- Comply with the City of Ballarat safety system
- Participate constructively in all forums set up to investigate, improve or communicate safety

POSITION DESCRIPTION

REPORTS TO:	DIRECT REPORTS:
Manager Customer Experience	
ORGANISATIONAL RELATIONSHIPS	
Internal: All staff	External: Councilors, General Public, Visitors, Tourists

Accountability and Extent of Authority

- Handle the initial Customer Service interaction with customers via all relevant incoming mediums, phone, electronic and face-to-face and during community engagement sessions or other council events
- Responsible for understanding the customer's requirement and selecting the most appropriate process applicable for the customer, as outlined within Customer Service Documentation (wiki)
- Responsible for following the correct process as outlined within Customer Service Documentation (wiki)
- Ensure all requests for leave are submitted in a timely fashion to Manager Customer Experience.
- Adherence to the Organisation's principles and policies in confidentiality

Judgement and Decision Making

- Responsible for understanding each customer's requirement and selecting the most appropriate process applicable for the customer, as outlined within Customer Service Documentation (wiki)
- Responsible for following the correct process as outlined within Customer Service Documentation (wiki)
- Where process is not known, seek assistance/direction from Manager Customer Experience or Systems Support Coordinator
- Provide information to each customer regarding the relevant process as outlined within Customer Service Documentation (wiki)
- Utilise discretion when dealing with customers with sensitive issues or needs

Specialist Skills and Knowledge

- A strong knowledge of and commitment to both the principals and practice of high-quality customer service
- Commitment to continuously improve the level of service provided by individuals within the team through individual coaching sessions
- Ability to understand customers' requirements and follow correct process as outlined within Customer Service Documentation (wiki)
- Ability to acquire a sound general knowledge of the Ballarat region, tourism, events and services provided by City of Ballarat and other agencies in the community
- Ability to develop a sound level of competence in the operation of Windows-based programs and other relevant systems
- Experience working with people of culturally and linguistically diverse backgrounds.
- Ability to speak multiple languages is an advantage

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Management Skills

- Manage time and set priorities appropriately
- Plan and organise one's own work in the most efficient way possible with resources available and within set timetable
- Take advice from Systems Support Coordinator and/or Manager Customer Experience regarding priorities as required
- Constructively engage in coaching discussions regarding prioritisation of work

Interpersonal Skills

- Maintain a positive and friendly manner in all dealings with internal and external customers
- Demonstrate empathic listening skills and an ability to identify customers' needs quickly
- Demonstrated ability to deal calmly and positively with difficult customers through excellent written and verbal communication skills
- Demonstrated commitment to serving the local community
- Demonstrated commitment to the principles and practices of teamwork whilst striving to make an individual contribution to the organisation
- Experience working with people of culturally and linguistically diverse backgrounds
- Ability to speak multiple languages is an advantage

Qualifications and Experience

- Working with Children Check needed for this role
- A satisfactory National Police Check and, where required International Police Check is Mandatory.
- Substantial experience in a direct customer service role
- Substantial experience in call centre role would be an advantage
- Experience working in fast paced KPI based environments would be an advantage
- Experience working with people of culturally and linguistically diverse backgrounds
- Ability to speak multiple languages is an advantage

Key Selection Criteria

- Demonstrated experience in the principles and practice of customer service and call centre environments
- Demonstrated ability to display empathic listening skills and a high level of written and verbal communication skills
- Demonstrated experience working with people of culturally and linguistically diverse backgrounds. Ability to speak multiple languages is an advantage
- Demonstrated ability to acquire an in-depth knowledge of the City of Ballarat's services and procedures, and strong competence in the operation of Windows-based programs and other relevant systems
- Knowledge and understanding of health and safety issues relevant to work activities and work area

POSITION DESCRIPTION

City of Ballarat Core Values

We are honest and transparent  • We tell the whole story. • We provide a context and rationale for our decisions. • We trust each other enough to be honest.	We are accountable  • We do what we say we will do, when we say we will do it. • We learn from our mistakes and celebrate our successes. • We back up our teammates and also hold them to account with kindness and respect.	We value everyone  • We show respect to everyone, even if we disagree. • We ensure everyone has access to opportunities. • We are approachable regardless of our position in the organisation.	We work with and for our community  • We seek to understand our community's needs and take action to meet those needs. • We engage with our community and share what we are doing and why. • We manage our resources responsibly and sustainably.	We work together  • We work towards common goals. • We support each other through the highs and lows. • We look for the best in each other.
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The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.

ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

Name:	Signature:	Date:
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