Melton City Council

Customer Support Officer

Position Description

PD: 00146

A welcoming and liveable
City accessible to all

1. Position details

Position Title	Customer Support Officer
Directorate	Office of the CEO
Business Unit	Customer Experience
Position Classification	Band 4
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Team Leader of Libraries / Team Leader of Civic
Supervises	Nil
Internal liaisons	• All Council Staff
External liaisons	• Community Groups • Rate Payers • General Public • Service Providers

3. Our Organisation

1. **Council Values**
   Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. **Occupational Health and Safety**
   Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. **Melton City Council Policies and Procedures**
   Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. **Child Safe Environment**
   Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Provide customer support across all contact channels (including but not limited to counter (face-to-face), call centre (telephone) and written correspondence (email and online) with a focus on 'first call resolution'.
- Deliver exceptional customer experiences by maintaining the highest level of courtesy, empathy and professionalism, while meeting key performance and service standards.
- Collect and accurately process all payments made to Council over the counter and balance floats accordingly.

5. Key responsibility areas

- Act as a key liaison between Council staff and customers to enhance and promote Council's image and improve customer experiences.
- Provide accurate information on Council services to internal and external customers, and accurately record requests for service in relevant corporate systems.
- Provide 'day to day' cashiering functions including processing and receipting of payments, reconciliation and balancing of tills at end of shifts, and maintaining effective cash handling procedures.
- Maintain an accurate general knowledge of Council services and operations, including keeping up to date on changes to service delivery by regularly reviewing Council's website, intranet, knowledge bases and updates via other communication channels.
- Support the continuous improvement of Council's customer experiences by identifying and notifying the Customer Support leadership team of any updates or improvements required in Council's systems, procedures, processes, website/s and knowledge base.
- Role model Council's customer service standards and support the Customer Support Leadership Team and Senior Customer Support Officers in the training of other Customer Support Officers to maintain high levels of customer experience in service delivery.
- Uphold privacy and confidentiality on sensitive matters, adhering to Council policies and codes of conduct.
- Attend meetings outside of standard business hours as required to support the operations of the Customer Experience Department.

6. Accountability and extent of authority

- Execute day-to-day activities of the Customer Support Team in line with Council's policies, processes, and procedures.
- Receive and resolve where possible all customer enquiries from basic to high level resolution, referring enquiries to appropriate departments or staff where necessary.
- Perform cashiering functions, including processing and receipting of payments, balancing monies, preparing daily banking documentation.
- Accountable for Councils front line effective and efficient interface with the public in the delivery of high quality and accurate information pertaining to organisational requirements.

- Ensure accurate information is delivered either face to face, over the phone or email (written correspondence). Ensure accurate information is provided to members of the public and other Council Officers.
- Maintain confidentiality and adhere to Council's policies in respect to providing and receiving of information.
- Exhibit a strong dedication to Occupational Health and Safety (OHS) accountability by adhering to pertinent OHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks.

7. Judgement and decision making

- Make sound judgements as to the most effective customer advice often without referral to a higher authority.
- Effective flow of documentation and accurate recording, sign for parcels and documents via courier and direct to relevant department/s.
- Undertake a variety of tasks concurrently with minimal or no supervision making decisions on behalf of Council.
- Make sound judgements on potentially hostile situations and calling for appropriate assistance.

8. Specialist knowledge and skills

- Demonstrate high-level customer service skills, including empathy, while assisting people across all contact channels.
- High level of competency and effective use of Customer Request Management and Call Centre technology, in order to resolve enquiries and complete transactions.
- Develop and maintain a thorough understanding of all Council operations and community services provided by other local agencies.
- Efficiently adapt and navigate between different software applications to source, accurately record and provide information.
- Display excellent communication, numeracy, innovative and problem-solving skills, including accurate cashiering skills.

9. Management skills

- Manage time, set priorities, plan and organise work activities to manage the constant requests for action on information from customers.
- Initiate an appropriate organisational response to ensure the customer receives the best possible service ensuring attention to detail, well developed problem solving and initiative skills.

10. Interpersonal skills

- Work well under pressure and work effectively as a member of a team, demonstrating adaptability and resilience.
- Demonstrate high-level communication and comprehension skills, tailoring communication styles and methods based on customer requirements, ensuring accessibility for customers with disabilities and effectively communicating with individuals from Cultural and Linguistically Diverse (CALD) communities.
- Display strong customer service skills, confidently and proactively engaging with customers and staff, taking clear and specific messages, and responding appropriately to customer, while demonstrating sensitivity and empathy towards diverse backgrounds, including disabilities and culturally and linguistically diverse.

- Maintain excellent presentation and customer support, showcasing professionalism and high standards of customer care.

11. Qualifications and experience

- Post-secondary qualification with on-the-job training or lesser qualification with experience in high-level customer service to the general public.
- Sound computer skills and experience in using administrative systems and word processing duties are essential.
- Experience dealing with customers from diverse backgrounds, including those with disabilities and from Cultural and Linguistically Diverse (CALD) communities.

12. Key Selection Criteria

1. Post-secondary qualification with on-the-job training or lesser qualification with experience in the provision of high-level customer service to the general public.
2. Demonstrated high-level customer service skills when working under pressure, with a strong emphasis on empathy, professionalism, and courtesy across all contact channels to support customers of diverse backgrounds, including those with disabilities and culturally and linguistically diverse backgrounds.
3. Undertake a variety of tasks concurrently with minimal or no supervision making decisions on behalf of Council.
4. The ability to speak a language other than English and a willingness to support low level interpreter/translation support to customers is highly desirable.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager Customer Experience	February 2025	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date