



POSITION DESCRIPTION

Position:	Customer Service Officer Temporary Full-Time, Maternity Leave Position ASAP to 25/6/27 (Authority Number 042D3.1)
Enterprise Agreement Classification:	Band 4 (Colac Otway Shire Council Enterprise Agreement No. 10, 2025)
Division:	Office of the Chief Executive Officer
Department:	Customer and Communications
Reports to:	Team Leader Customer Service
Approved By:	General Manager Corporate Services
Date Approved:	August 2024

Colac Otway Shire Council strives to be a values-based organisation. Our values were developed by our people. They guide our behaviours, our approach to our work and to each other.

Our Values

- We are *supportive, inclusive* and *respectful*
- We take a *positive* approach to our work
- We commit to *safe work* practices
- We are *accountable* and *proactive*
- We act with *integrity*
- We *communicate* effectively
- We are *flexible* and *progressive*

Position Objectives

To ensure that Council:

- Has an efficient and responsive service that provides residents and customers with the required information about Council services and processes
- Provides a customer service experience consistent with Council's values and best practice standards
- Is responsive to customer needs from face to face, telephone and digital services



PART A	
Key Responsibilities	Expected Outcomes
• Provide a friendly, courteous and responsive central point of contact for customer enquiries, transactions, customer requests. • Resolve customer service enquiries and customer feedback through accurate and efficient personal attention, following the Customer Service Charter. • Maintain up-to-date knowledge of legislation, policies, procedures, events, activities and changes to Council operations in order to provide accurate information and assistance to customers. • Respond to enquiries on designated aspects of the Council's operations being the first point of contact as per current procedure, directing complex and technical enquires to persons in the appropriate department. • Accurately register and record customer requests using a wide range of computer systems including a Customer Request System and Record Management System. • Perform administration and cashiering duties under supervision including receipting, reconciliation and banking by using our Financial Management System. • Be pro-active in advising and recommending (online) services and information to residents and customers. • Facilitate a culture of continuous improvement, collaboration and exceptional customer service. • Answer and screen all phone calls by assisting, connecting and / or transferring all inbound calls efficiently.	• High quality customer service experience delivered to all customers that are conducted in accordance with Council's values and behaviours • Efficient management of customer service enquiries that are responsive and resolved with minimal delay • Staff deliver first point of contact resolution for customer service enquiries and efficient referrals to Council departments • High quality of record keeping and referral workflow for all customer enquires that compliment Council's information management processes and confidentiality • Staff identify and actively engage in business improvement initiatives and strive to deliver best practice customer service

PART B	
Classification Criteria	
Accountability and Extent of Authority The position is authorised/responsible for the following: • Responsible, at all times, for meeting Council's standards of accessibility, courtesy, accountability, responsiveness and service and operate in a manner which provides a high level of customer service that enhances the Council's image. • Ensure that information and output are of a quality which can be produced and maintained efficiently and effectively having regard to the needs of the customer. Judgement and Decision Making • Organisation of daily activities subject to priorities as determined by Customer Service Team Leader. • Position has authority to make decisions on all matters regarding routine day-to-day management of the position.	



PART B

Classification Criteria

- Decisions of a non-routine or politically sensitive nature must be referred to the Customer Service Team Leader, with guidance and advice always being available within the time necessary to make the decision.
- Organisation and prioritisation of daily activities.
- The efficient direction of customer's enquires to the relevant Unit/Officer.
- Be aware of issues which require discussion or decision on departmental, corporate or Council level.

Specialist Skills and Knowledge

- Provide a friendly, courteous and responsive central point of contact for customer enquiries, transactions and customer action requests
- Resolve customer service enquiries and customer feedback through accurate and efficient personal attention
- Experience in the delivery of Customer Service, both in Reception and Call Centre environments desired.
- Perform administration and cashiering duties including receipting, balancing and banking.
- Maintain up-to-date knowledge of legislation, policies, procedures, events, activities and changes to Council operations in order to provide accurate information and assistance to customers.
- Understanding of the role of Local Government and the services provided.
- General knowledge of various software applications including: Microsoft Office including Outlook, Financial management systems, Mapping Software, Call Centre software and Customer Relationship Management systems, Website and Apps
- Understanding of Online delivery of Customer Service

Management Skills

- Ability to effectively operate multiple systems and programs simultaneously.
- Ability to work without supervision and to display initiative.
- Ability to work with ease within a high volume, high pressure environment.
- Ability to set priorities to meet deadlines and key results targets by set KPI's.
- Ability to work in a busy environment which requires you to balance competing priorities, available resources and regulatory constraint.

Interpersonal Skills

- Good written and verbal communication skills are essential.
- Ability to establish rapport and gain co-operation with customers and staff is essential.
- Ability to convey information to customers in a positive and consistent manner and to be confident and assertive where required.
- Ability to effectively deal with aggressive/irate customers and demonstrated conflict resolution skills
- Ability to work within a team environment and demonstrate capability for working with others

Qualifications and Experience

- Demonstrated experience and skills in customer service, reception and Call Centre is desired
- Experience in the Tourism or Hospitality, Events industries advantageous
- Excellent communication and customer relations skills are essential.
- Experience in the handling of and reconciliation of monies.
- Well-developed computer literacy and skills, including experience in using databases and other computer software programs.



PART C

Standard Organisational Responsibilities

Customer Service

- Promote and enforce Council's policy of excellence in customer service;
- Provide appropriate customer services to our customers in a prompt and engaging manner via social media or web updates;
- Maintain the highest ethical standards and confidentiality in dealing with data, our customers and each other.

Occupational Health & Safety/Risk Management

- Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts or omissions at the workplace;
- Co-operate with your employer with respect to any action taken by the employer to comply with any requirement imposed by or under the Health & Safety Acts, Regulations and Codes of Practice;
- Work within Occupational Health & Safety Acts, Regulations and Codes of Practice;
- Ensure Council's Risk Management Policy & Procedures are observed and complied with.
- Enforce Council's OH&S and Risk procedures with contractors and consultants.

Human Resources

- Identify training and development needs through Appraisal System for yourself and any staff you directly supervise, and participate in corporate training;
- Ensure adherence to Council Code of Conduct, Equal Employment Opportunity, Privacy procedures and other policies and programs;
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.

Information Management

- Ensure accurate and prompt registration of all customer requests within the request system, action and respond to assigned requests within a prescribed timeframe and according to Colac Otway Shire Performance Standards;
- Ensure effective use of relevant application software systems (appropriate level of training provided).
- Make and keep accurate and complete records of business activities, including email.
- Ensure the quality and accuracy of data used or enter into Content Manager
- Understand records management obligations and responsibilities.
- Create records proactively, even those that would not otherwise be created from activities such as telephone conversations, verbal decisions, meetings, conferences etc.

Organisational Development & Business Improvement

- Promote Council Values and participate in ongoing business improvement initiatives to continuously improve Council's systems and processes.
- Actively contribute ideas and suggestions which promote a culture of innovative thinking.
- Participate in the development and monitoring of Unit Business Plan objectives as appropriate.
- Participate in the Employee Alignment and Engagement Survey as requested.
- Comply with the Colac Otway Shire Customer Performance Standards.



PART C

Standard Organisational Responsibilities

Emergency Management / Business Continuity

- As part of the duties associated with this position, the incumbent may be requested to assist Colac Otway Shire Council in responding to a crisis situation, should one arise, affecting the operation of Council and/or the wellbeing of the community.
- This may involve temporarily working in a different work location within the Shire undertaking different tasks. Priorities of Council will shift during a crisis event, and as such, Officers may find themselves engaged in work activities that differ from the key responsibility areas that are outlined in their Position Descriptions.
- Staff will not be seconded into roles that are beyond their existing skill sets.

Child Safety

- Ensure a child safe environment and contribute to a culture of child safety by fulfilling the responsibilities and requirements of Council's Child Safe Policy and procedures.
- Promote the cultural safety, participation and empowerment of children including Aboriginal, culturally and/or linguistically diverse children, and children with a disability.
- Respond promptly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian in accordance with Council's Child Safe policy.

Key Selection Criteria

- Demonstrate highly developed interpersonal skills in relation to: working as part of a team, working with minimal supervision, using initiative and adapting to a constant changing and fast-paced environment.
- Excellent communication skills and demonstrated problem solving abilities.
- Sound administration and clerical experience including cash handling and reconciliation.
- Excellent customer services skills with demonstrated experience in Reception and Call Centre operations
- Well-developed computer literacy and skills, including experience in using databases, CRM technology and other computer software programs.
- Demonstrated ability to think laterally to source accurate information quickly and effectively.

Employee and Employer Agreement

We agree that the above is an accurate reflection of the duties and responsibilities of the position.

..... Dated: ____/____/____

Employee

..... Dated: ____/____/____

Direct Supervisor