

Position Description



Job Details

Job Title: Customer Support Officer

Reports to: Team Leader

Grade: 3

Position Purpose/Job Summary

The Customer Support Officer responds to customer enquiries, processes customer applications and requests and acts as the interface between Council and its range of stakeholders to support delivery of core business services

Selection Criteria - Knowledge, Skills, Qualifications and Experience required

- Interpersonal and relationship building skills and experience to facilitate interactions with customers and stakeholders in the provision of services
- Communication skills including oral, written and verbal skills, for consulting and collaborating with a range of customers and to provide professional responses to enquiries, requests, bookings and complaints
- Skills and experience working within a customer service environment with the ability to achieve a high level of customer satisfaction combined with the ability to respond appropriately to respond to customer requests and meet customer service requirements
- Organisation and time management skills combined with the ability to work unsupervised, handling competing priorities to adapt to fluctuating workloads and changing priorities
- Ability to apply initiative and problem solve on issues encountered in day-to-day activities and in the response to customers requests and issues to determine and implement an appropriate course of action
- Skills and experience in administration with the ability to manage and maintain information management systems such as customer records or computerised booking systems
- Experience in developing and implementing corporate policy and guidelines related to service delivery may be required
- Experience in all MS Office applications (Excel, Word), including email and internet as well as databases and point of sales systems
- Knowledge of and experience in the Local Government environment
- Qualifications and industry experience in relevant activities such as cash handling, sale and promotion of goods and services and reception services.

Key Accountabilities – Position Specific

1. Respond to and engage with customers, identifying their needs and understanding enquiries and requests to determine and implement a course of action and provide appropriate services and solutions to meet customer needs
2. Manage and maintain information systems such as customer records management systems, mail systems or facility booking systems to ensure the systems are accurate and up to date
3. Provide administrative and/or support services, including reporting, financial management, processing payments and processing and registering development applications to facilitate

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achievement of service delivery objectives, smooth functioning of operations and to meet customer needs
4. Track, monitor and report on the distribution of business services to customers, presenting data and information on customers to managers and supervisors to assist in decision making
5. Undertake sales and promotion of goods and services including cash handling responsibilities, kiosk service, memberships, booking and hire of facilities, highlighting features and benefits to assist in customer decision making
6. Liaise with staff within the organisation to exchange information and discuss customer needs and provide input on improvements to business and customer service
7. Contribute to the management and maintenance of business processes to ensure ongoing accuracy, reliability and to ensure requirements are met
8. Provide specific and targeted customer service such as facility bookings and hire, management of financial records, managing facilities, assessment of requests and applications to determine solutions to meet specific stakeholder, user, customer or project requirements and objectives

Key Accountabilities – Core

1. Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.
2. Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council
3. Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes undertaking other tasks or duties that may be allocated from time to time
4. Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council
5. All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness. This requirement is in accordance with Fairfield City Council's Values and commitment to equal employment opportunity and a workplace free of discrimination and harassment.

Reporting Relationships

Direct: Nil

No. of Indirect: Nil

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Key Relationships

1 Internal

Communicating with	Nature of Communication
All staff within the organisation	Daily and on a face to face basis, and/or by telephone when necessary to exchange information, provide guidance and advice, for reporting, to develop and maintain relationships, for resolution of issues, processing of documentation and to respond to requests and enquiries
Managers and Supervisors	When required for direction and guidance, update work progress and to discuss allocation of tasks and duties

Key Relationships

2 External

Communicating with	Nature of Communication
Community groups, customers, suppliers, contractors	To build and maintain relationships, respond to enquiries, clarify information, promote services and facilities and to answer, respond to and resolve requests and complaints

Position Dimensions

See relevant position delegation.

Decision making Authority & Accountability

- The City Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in WHS-01.1.1
- The position has the autonomy to prioritise daily workloads to ensure the efficient co-ordination of activities
- The position is expected to understand and respond to customer needs, providing accurate and timely information and advice and explain services or information provided
- The position is guided in its decision making by relevant Council policies and relevant Legislation and follows Council's policies, procedures and other relevant guidelines and regulations to respond to customer needs and ensure that information provided is relevant and current
- The position applies technical and administrative knowledge in undertaking its work
- The position refers matters that require a departure from established procedures and protocols, where a customer requests an escalation or where matters are sensitive or difficult to resolve to a senior officer or manager for resolution

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Problem Solving

- The position operates in an environment with regular supervision and specific instructions are given. However, the position may work unsupervised for tasks and duties with established guidelines and procedures.
- The position may be required to solve analytical problems by following established procedures and applying basic principles. Defined procedures for the tasks and duties to be performed may be extensive and the position may be required to solve problems that are not covered by procedure or guidelines.
- The position may be required to resolve customer issues where solutions are not readily available or where the advice is unsatisfactory to the customer

Competencies

Performance in this role will be assessed on 6 core competencies that apply consistently to all jobs within Council. Each year performance criteria including 6 relevant job specific competencies (identified in the Job Specific Skills Dictionary) and an Individual Work Plan will be negotiated and established in consultation with your manager.

Signature

Employee:	Signature	Date
Authorised by: (Manager)	Signature	Date