

Position information

Position Title:	Customer Service Officer
Classification:	Band 4
Reports to:	Customer Service Team Leader
Division:	Community and Customer Experience
Department:	Customer and Cultural Services

Our strategic context

Council Plan Vision Achievement

We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

How we work together

Our values and behaviours underpin all the work we do and are the foundation for the development of One Bayside.

We hold ourselves and each other accountable to our shared values and behaviours of **Respect Each Other, Own It, Work Together** and **Find Better Ways**.

Position Purpose

To provide an excellent front line experience to our customers via the telephone, face to face, email, cashiering and digital channels as per Council's Customer Experience Policy and Customer Service Commitment.

Position – Key Functions, Accountabilities & Outcomes

Key Functions	Accountabilities	Outcomes
Provide a high-quality customer experience to both external and internal customers.	<ul style="list-style-type: none"> Answer incoming calls into the contact centre promptly and answer 50% of enquiries and requests for service at first point of contact. 	<ul style="list-style-type: none"> Call wait times and interactions meet customer expectations.
	<ul style="list-style-type: none"> Provide accurate information in responses and refer enquiries and requests for service via email, website and face to face channels. 	<ul style="list-style-type: none"> Customers receive responses via email, website and face to face within the timeframes stated in Bayside's Customer Service Commitment.
	<ul style="list-style-type: none"> Provide a high quality customer experience to both external and internal customers across all contact channels. 	<ul style="list-style-type: none"> Service provided to customers meets best practice and enhances Bayside's reputation as being a customer centric organisation.
	<ul style="list-style-type: none"> Provide accurate information and referrals to technical areas in relation to general enquiries and requests for service. 	<ul style="list-style-type: none"> Customers are provided with the correct information or are referred to the correct technical area in the first instance.
	<ul style="list-style-type: none"> Enquiries, requests for service, complaints and other customer feedback are logged in Council's Customer Request Management System (CRMS). 	<ul style="list-style-type: none"> Customer interactions can be easily tracked and managed to ensure compliance with our Customer Focus Policy and Customer Service Commitment.
	<ul style="list-style-type: none"> Provide customer service at special events and activities outside of business hours. 	<ul style="list-style-type: none"> Council services are promoted at external events.
	<ul style="list-style-type: none"> Adherence to daily roster and standard operating procedures. 	<ul style="list-style-type: none"> Service levels are maintained and customer experience is enhanced through following correct procedure.
	<ul style="list-style-type: none"> Induct and train new permanent and temporary staff within the customer service team. 	<ul style="list-style-type: none"> New staff have the appropriate training and resources to meet

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		organisational and customer expectations.
	<ul style="list-style-type: none"> Process all payments received over the counter or via mail to the appropriate account numbers and issue receipts 	<ul style="list-style-type: none"> Payments processed in an accurate manner
	<ul style="list-style-type: none"> Carry out cashiering tasks in line with Council's Cash Handling and Banking Policy 	<ul style="list-style-type: none"> Compliance with Council's Cash Handling and Banking Policy
	<ul style="list-style-type: none"> Provide administration support to the Manager Customer, Libraries and Cultural Services and Customer Service Team Leader. 	<ul style="list-style-type: none"> Administrative tasks/projects are completed to a high standard and within set timeframes.

Position - Organisational Relationships

Key Internal Contacts: All Council departments

Key External Contacts: Contractors, suppliers, Government agencies, authorities, other Councils, Council's Bankers and Council's Auditors

Position - Delegations

Financial Delegations: Nil

People and Position Delegations: As per People and Position delegations

Position – Skills and Competencies

Accountability and Extent of Authority	<ul style="list-style-type: none"> Ensuring external and internal enquiries and requests for service are dealt with in accordance to Council policy and procedures. Presenting a professional, neat, efficient and cooperative image to members of the general public and staff including the wearing of the corporate uniform and name badge. High level commitment to and delivery of excellent customer service.
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	<ul style="list-style-type: none"> • The accuracy of information provided via all of Council's contact channels. • Adherence to Council's Customer Focus Policy, Customer Service Standards and Customer Focus Guide. • Gain enough information at the first point of contact to redirect enquiries and requests for service (where required) to the correct area and allow departments to action efficiently and effectively. • Completion, maintenance and filing of manual receipting books and end of day sheets for auditing purposes.
Judgement and Decision Making	<ul style="list-style-type: none"> • Ability to use judgement to make decisions that benefit customers and are in line with Council policies and procedures. • Ability to resolve problems of a moderately complex or technical nature. • Required to check and confirm that statutory authorisations have been received and necessary processes undertaken.
Interpersonal Skills	<ul style="list-style-type: none"> • Ability to be empathetic when dealing with difficult situations pertaining to internal and external customers. • Ability to effectively communicate with all Council staff and members of the public. • Ability to work as part of a team or individually. • Well-developed conflict liaison and conflict resolution skills. • Ability to maintain confidentiality and apply discretion in matters. • Demonstrated courteous disposition and helpful and friendly demeanour.
Qualifications and Experience	<ul style="list-style-type: none"> • Experience in a customer service delivery role (contact centre, government or local authority experience would be beneficial). • High standard of verbal and written communications skills. • Experience in administrative work. • Experience in dealing with sensitive and confidential information. • Experience in Microsoft Office Suite and applications including CRM technology and Electronic Document Management Systems. • Proficient key board skills. • An understanding of cash handling procedures (desirable)
Specialist Skills and Knowledge	<ul style="list-style-type: none"> • Demonstrated customer service skills with the ability to communicate effectively with a wide range of people of varying ages, abilities, backgrounds and the wider public.

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	<ul style="list-style-type: none"> • Ability to gain cooperation and assistance from internal customers. • Ability to recognise sensitive and/or potential serious customer service problems and deal with these in an appropriate manner. • Ability to process information accurately. • Ability to accept and adapt to change and new operating policies and procedures. • Ability to prepare correspondence in response to information requested by customers. • An understanding of the interface and integration of cashiering with other areas of the organisation (desirable) • General numeracy skills with an understanding of basic accounting concepts and reconciliation techniques.
Management Skills	<ul style="list-style-type: none"> • Ability to prioritise workload to achieve timely and accurate outcomes. • Skills in managing time and planning workload to complete in accordance to deadlines. • Ability to work with minimal supervision but within guidance and advice of the Customer Service Team Leader and Customer Experience Coordinator. • Undertake staff training in customer service functions when required. • Ability to follow documented procedures and guidelines with the performance of work tasks.

What we are all responsible for



Values and Behaviours

- Embrace and live the shared values of Bayside City Council: ***Respect Each Other, Own It, Work Together, Find Better Ways.***
- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.



Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

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- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.
- Personal Conduct.



Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.
- Trusted.



Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.
- We are able to achieve our strategic goals.



Safeguarding Children and Young People

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.
- Maintaining a valid Working with Children Check.



Workplace Health, Safety and Wellbeing

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.

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- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.



Sustainability

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

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