

A THRIVING REGION OF OPPORTUNITY WHERE OUR COMMUNITIES ENJOY A VIBRANT LIFESTYLE

Team Leader

Division	Community and Environmental Services	Department	Customer Response
Reports To	Customer Service Delivery Coordinator	Direct Reports	Yes

Position Purpose

Positively influence the quality delivery and ongoing enhancement of customer service experiences, by leading and inspiring a team of multi-site customer service staff and actively supporting and contributing to continuous improvement projects and initiatives.

Key Responsibilities and Outcomes

Operational

As a Team Leader in the Customer Service Branch, you will:

- Lead and inspire a team of multi-disciplinary Customer Service staff in the delivery of quality and consistent customer experiences.
- Build individual and team capability, including identifying skills gaps, managing individual and team performance, and coaching and developing staff.
- Foster and promote a culture of high performance aligned to Organisational values, including supporting and engaging staff, encouraging and influencing a continuous improvement mindset and positively leading and supporting change.
- Work collaborative across the Customer Service Branch to positively influence and support efficient and effective operations, and the delivery of seamless customer service experiences.
- Contribute to the review and continuous improvement of systems and process that provide oversight and feedback on individual, team and service performance.
- Contribute to the achievement of Branch and Organisational goals as a member of the Customer Services leadership team, including leading and supporting business as usual projects and initiatives.
- Provide a high level of advice and support to the Customer Service Branch Leadership team on a range of service delivery matters, including proactively escalating topical or sensitive matters for awareness, and investigating and case managing customer complaints.
- This role will support after-hours service provision by participating in an on-call roster and support the management of Contact Centre disaster response and recovery and business continuity activations.

This role will be primarily based in Caboolture but expected to periodically travel to or work from Council's Customer Service Centres at Strathpine and Redcliffe as required to support and engage with team members at those sites.

Values

At Moreton Bay Regional Council we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a team member you will take individual accountability for demonstrating the values expectations and behaviours.



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Decision Making

Budget - \$Nil

Delegations - Delegations under the *Local Government Act 2009* and as directed and published in Council's Delegation Register.

Knowledge & Experience

- Demonstrated knowledge and experience in the day-to-day operations of a multi-channel Contact Centre team.
- Demonstrated ability to inspire individual commitment in the achievement of team goals.
- Demonstrated capacity to foster an innovation mindset, including identifying and implementing improvements aligned to organisational goals.
- High level of proficiency in information technology, including customer systems and the Microsoft Office suite.
- Well-developed communication and interpersonal skills, including conflict resolution and collaboration skills.
- Demonstrated ability to build individual and team capability.

Qualifications

Certificate level qualification in Call Centre operations and/or demonstrated relevant experience.

This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.