

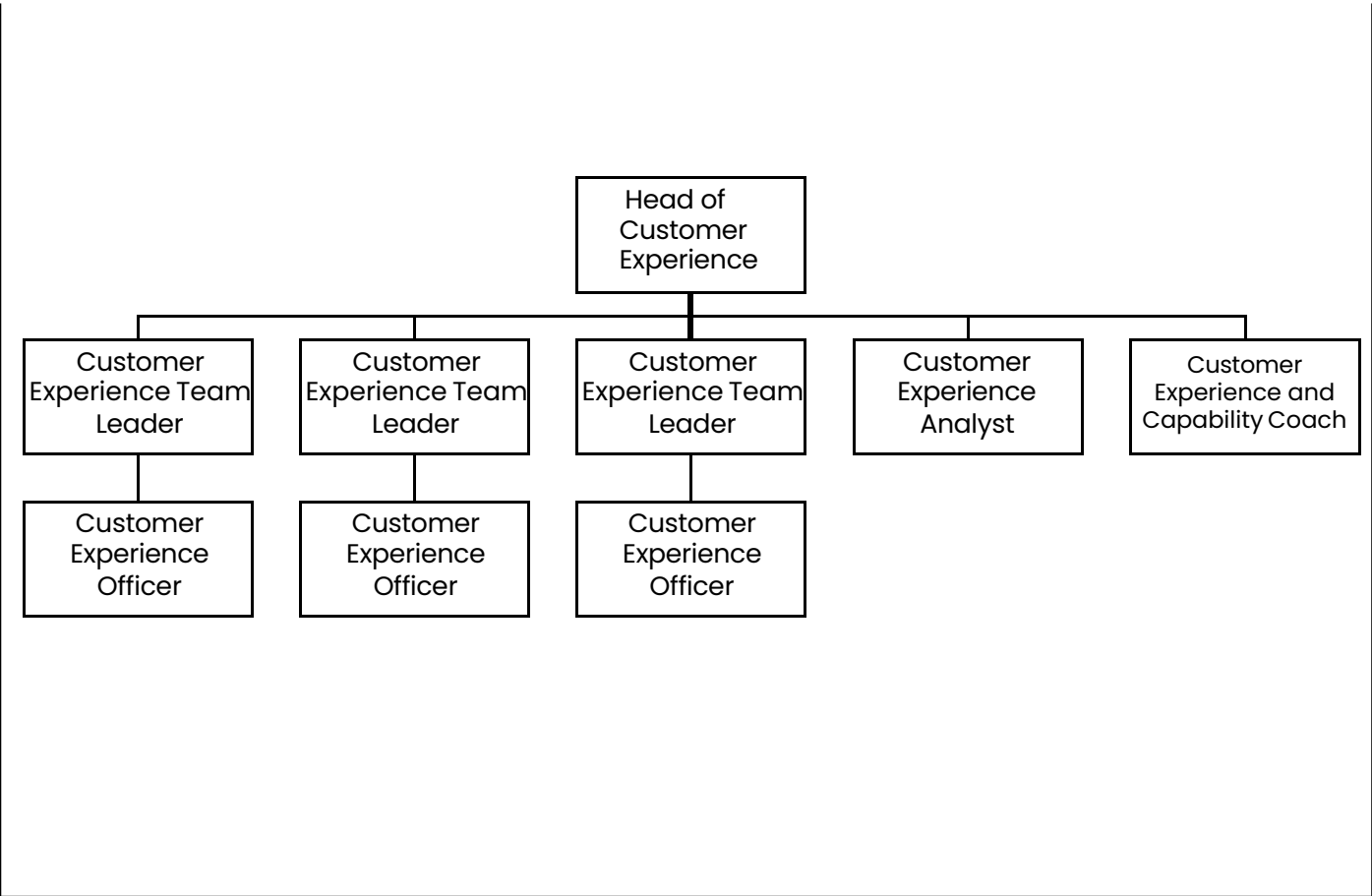
Position Description

Position Title:	Customer Experience Officer
Grade:	F
Department:	Customer Experience
Date:	June 2023

Position Purpose

In this role, you will be responsible for providing accurate and courteous customer service information and advice regarding Council services via a contact centre or front counter environment at either our Penrith or St Marys office. You will be receiving enquiries from customers via multiple channels, including face to face, over the phone, online and via social media. You will be responsible for providing up to date and accurate information, including directing customers to appropriate departments for escalation if required. The role will also include administration duties, including cash receipting, data processing, and record keeping.

Department Structure



Key Result Areas

1. Customer Experience Functions

Major Actions

- Provide high quality information and service to meet the needs of Council and customers (internal and external)
- Participate in the development of and maintaining a working knowledge of various systems, policies and procedures
- Liaise with and refer technical enquiries to appropriate specialist officers
- Making suggestions for improvement to services, procedures and outcomes
- Carrying out relevant projects and administration tasks when not attending to enquiries
- Participate in rotation and/or exchange between the streams of the Contact Centre and Front Counter operations in accordance with service requirements and rosters
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments
- Resolve problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems
- Advising the public of their rights and obligations under the relevant Acts
- Meet agreed targets and goals

2. Customer Experience

Major Actions

- Present a positive image of Council
- Greet and establish a rapport with customers of Council
- Provide effective service to Council customers, internal staff and the community as prescribed in the Contact Centre standards of service
- Accurately identify the needs of customers and take appropriate action to satisfy customer needs
- Actively listen to customers concerns and identify customer needs and provide solutions according to Council guidelines
- Give accurate advice
- Process all business entrusted to you
- Ensure all phone, social media, email and face to face enquiries are responded to appropriately

3. Cash Handling

Major Actions

- Accept payments for all areas of Council
- Allocate and process the payments in Councils receipting system
- Issue receipts to customers
- Perform end of day balancing process

Key Result Areas

4. Administrative Functions

Major Actions

- Compiling relevant reports and other documentation as required
- Prepare and distribute meeting minutes as required
- Other relevant administrative tasks as allocated by your Team Leader

5. Corporate Governance and Effective Work Practices

Major Actions

- Carry out work in line with relevant legislative and statutory requirements and /or industry codes, practices and standards
- Adhere to Council's Code of Conduct, Values and relevant policies and procedures
- Take responsibility for and manage own work and contribute to a productive work environment
- Accept and contribute to workplace change
- Undertake workplace tasks as directed
- Work cooperatively with others and use positive communication techniques
- Resolve workplace conflict in line with Council policy
- Undertake recordkeeping activities in accordance with Council's Records Management business rules, procedures, policies and State Records Legislation

6. Work Health and Safety (WHS)

Major Actions

- Attend training as required
- Perform work in accordance with WHS policies and procedures
- Participate in consultative processes for the management of WHS

Qualifications, Experience and Specialist Skills & Knowledge

Essential

- Solid customer service experience in a contact centre or customer facing role
- Proven ability to meet time constraints and manage multiple tasks
- Outstanding interpersonal, verbal and written communication skills
- Demonstrated experience in using computerised databases and PC applications
- Well-developed negotiation, problem solving and decision-making skills
- Demonstrated competency in cash handling
- A current Class C Driver Licence

Desirable

- Tertiary qualification in Customer Service, Business Administration or a related field.
- Experience in local government or a large diverse organisation
- Demonstrated knowledge of Council's business activities