

Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY



POSITION TITLE:	Customer Service Officer
POSITION NUMBER:	2274
DIVISION:	Corporate Services
DEPARTMENT:	Customer Service
CLASSIFICATION:	Band 4
REPORTS TO:	Customer Service Coordinator
DIRECTLY MANAGES:	N/A
INTERNAL LIAISONS:	Senior Management Other Council staff
EXTERNAL LIAISONS:	Residents/customers/visitors Business and community organisations State and Federal government agencies Other councils and statutory authorities
DATE:	November 2024

POSITION OBJECTIVES:

Our customer service officers support the City's strategic pillar of 'Customer First'. This position provides prompt and customer focused service as the first point of contact for enquiries and complaints. Our customer service team support customers over the phone, in person and online.

POSITION RESPONSIBILITIES:

Key Responsibilities

1. Provide our customers a proactive and seamless customer experience by meeting their transactional needs and providing service knowledge and expertise.
2. Educating and supporting our customers to become comfortable and familiar with Tier 0 (Online) services.
3. Assist all customers with initial enquiries and where necessary refer customers to specialist support for Tier 2 (Managed support) services.
4. Facilitate conversations and initiate processes (e.g. – accessibility parking permits) on behalf of other government agencies and third-party providers.
5. Work in a fast-paced environment and carry out a variety of duties through being flexible and adaptable to meet customer needs.
6. Support projects in the establishment and development of programs, systems and procedures that impact the delivery of customer service.
7. Adhere to all Council's policies and procedures relevant to this position.
8. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.
9. Respond to and manage enquiries in an efficient, professional manner in accordance with governing acts, regulations policies and procedures on an extensive range of services.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

CHILD SAFE:

City of Greater Geelong is committed to being a child safe organisation and has zero tolerance for child abuse. The focus of our work is on children under the age of 18. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests. We have specific policies, procedures and training in place to support employees, volunteers and contractors to achieve these commitments. We create environments where all children have a voice and are listened to, their views are respected and they contribute to how we plan for, design and develop our services and activities.

We are committed to:

1. Preventing child abuse occurring within our services, programs and facilities.
2. Creating an organisational culture of child safety.
3. Setting clear expectations of employees, volunteers and contractors as to what is required to keep children safe.
4. Ensuring employees, volunteers, contractors are clear about their responsibilities when they suspect abuse of a child.
5. Ensuring all suspected abuse is reported and fully investigated.

DIVERSITY AND INCLUSION:

City of Greater Geelong recognises the value of the diversity and strength of Aboriginal and Torres Strait Islander cultures to the heritage of all Australians and encourages Aboriginal and Torres Strait Islander people to apply.

KEY SELECTION CRITERIA:**Essential:**

1. Excellent communication and customer relation skills.
2. Demonstrated experience and skills in customer service essential.
3. Ability to use modern office and computer equipment including keyboard skills.
4. Experience in the handling and/or reconciliation of monies.

5. Flexible and available to work across our 3 customer service centres and our call centre including working outside of normal business hours where required.
6. Current Working with Children Check (employee).
7. Preferred candidates will be required to undergo a National Police Check as part of the recruitment process (funded by the City).

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Proactively approaching and engaging with our customers as they enter our customer service centres including the Wurriki Nyal foyer concierge area.
- Educating and supporting customers in their adoption of online self-service (Tier 0 – online).
- First contact resolution of enquiries and triage to a Tier 2 service team where the enquiry is specialised in nature and unable to be resolved by customer service.
- Complete all transactions in a safe and accurate manner ensuring the cash handling process and daily tasks are always followed.
- Perform all work competently and efficiently and promote a positive image of the City to the public.
- Partake in the efficient and effective day to day operation of our customer service and call centres.
- Follow the City's Information and Records Management process ensuring all items are correctly categorised and entered as records in line with the process. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Our customer service officers are empowered to make decisions on all matters regarding routine day to day function of our Customer Service Centres.
- Decisions of a non-routine or politically sensitive nature must be referred to the Customer Service Coordinator, with guidance and advice always being available to make decisions.

SPECIALIST SKILLS AND KNOWLEDGE:

- Experience in the delivery of customer services in person, over the phone and online in an efficient and customer focused manner.
- Understanding of cash receipting and recording through a computerised system
- Ability to use modern office and computer equipment including keyboarding skills.
- Broad understanding of Council policies and procedures and knowledge of relevant legislation.

MANAGEMENT SKILLS:

- Ability to effectively plan, organise and manage your own time.
- Demonstrated commitment to team work, and the ability to contribute as a team member.
- Ability to work independently and display initiative.
- Ability to achieve key performance indicators and other agreed goals.
- Understanding of the City's Human Resources practices including Equal Employment Opportunity and Occupational Health and Safety (OH&S).

INTERPERSONAL SKILLS:

Well-developed oral and written communication skills with customers, other employees, and members of the public to effectively:

- Establish rapport and gain trust from customers and employees.
- Assist with delivering the best outcome for the customer.
- Share information in a positive and consistent manner.
- Display confidence and practice assertive behaviour.
- Deal with distressed and agitated customers by calming them down and working with them to resolve problems or implement steps for resolution.
- Advise the general public about the role of Council and the conduct of its activities.
- Prepare reports as required.
- Draft correspondence on matters relating to position.