

Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY



POSITION TITLE:	Team Leader Customer Contact Centre
POSITION NUMBER:	5595
DIVISION:	Customer Community and Economy
DEPARTMENT:	Customer Service
CLASSIFICATION:	Band 6
REPORTS TO:	Manager Customer Service
DIRECTLY MANAGES:	Customer Service Representatives
INTERNAL LIAISONS:	Staff at all levels within the organisation, leaders within other parts of the business
EXTERNAL LIAISONS:	Members of the public, residents/ratepayers, consultants and contractors
DATE:	July 2024

POSITION OBJECTIVES:

Reporting to the Manager Customer Service, the Team Leader plays a crucial role in the City's Customer Service Department, overseeing our dedicated staff responsible for handling enquiries from various internal and external customers. As a dynamic and results-oriented leader, the Team Leader will be instrumental in ensuring the delivery of exceptional customer service while continuously seeking opportunities for process improvements within the contact centre. The role will share leadership responsibilities for coaching, training, and guiding the team to effectively utilise various Contact Centre tools and systems and positively contribute to the operational success of the department and the City.

POSITION RESPONSIBILITIES:

Key Responsibilities:

- Oversee the team's handling of customer enquiries, providing guidance on complex issues and ensuring swift and accurate resolutions. Be the immediate point of support to handle escalated customer enquiry.
- As a part of the Contact Centre leadership team, provide strong leadership to the Contact Centre staff, fostering a positive and motivated work environment.
- Set clear performance objectives and KPIs for team members, ensuring that targets are consistently met or exceeded.
- Monitor customer interactions to assess service quality, identify areas for improvement, and implement necessary training programs.
- Collaborate with other departments to maintain up-to-date knowledge of relevant information and services to support effective responses.
- Proactively identify areas for process enhancement and operational efficiency within the contact centre, undertaking evaluation across all channels to ensure that standard customer service practices are followed, and quality is maintained.
- Stay up to date on the latest industry trends, technology, and best practices, and work closely with cross-functional teams to implement improvements, such as streamlined workflows, updated knowledge bases, or automated responses.

- Prepare regular reports on enquiries, performance, and present key metrics and trends, and utilise the data and insights to make informed decision and improve service levels.
- Conduct regular performance evaluations, coaching sessions, and team meetings to support professional growth and development.
- Coordinate training sessions to ensure team members stay informed about new policies, procedures, and service offerings.
- Ensure compliance with all relevant regulations and policies, maintaining the highest standards of service delivery.
- Support rostering activities by planning for peaks and troughs in workload and support the manager in making decisions on optimising the workforce and resources.
- Support in the implementation of strategies to optimise call handling by minimizing wait times for customers by monitoring real-time traffic, making necessary adjustments to maintain optimal queue management and reduce abandonment rates.
- Support and drive cultural change, in line with established people programs and strategies.
- Consistently role model high standards of customer service to all stakeholders, adopting best practice behaviours in all interpersonal dealings both verbally and in written communication.
- Adhere to all Council's policies and procedures relevant to this position and carry out other duties as deemed reasonable to the role as directed from time to time.

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 e.g., 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:

Qualifications:

- Relevant Certificate IV qualifications or higher in Customer Service, Business Administration, or similar, and relevant experience in a similar position.

Essential:

- Proven experience in a leadership role within a contact centre environment, with the ability to foster an environment for high-functioning, productive and engaged teams to operate.
- Strong understanding of customer service operations and best practices including call handling, ticketing systems, queue management and workforce optimisation and demonstrated record of strong commitment and achievement in meeting customer needs.
- Demonstrated experience in successfully managing local level system, process, and culture change.
- Well-developed communication skills, verbal and written, to prepare correspondence, reports, and presentations.
- Demonstrated ability to analyse data and use insights to drive performance and process improvements.
- Proficiency in resolving conflicts and managing challenging interactions with customers or team members in a professional and empathetic manner.
- Demonstrated ability to work to and hold others accountable to established organisational KPIs (Key Performance Indicators) and meeting SLAs (Service Level Agreements).

Desirable:

- Experience in and knowledge of local government policies, services, and procedures.
- Ability to deliver effective local customer service training programs for the team to enhance their skills and knowledge continuously.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Accountable for managing local work planning and customer service delivery including resources, quality, effectiveness, and timeliness.
- Undertake day-to-day problem solving and to be proactive and innovative in the resolution of issues within available resources, and in accordance with management directives.
- Exercise a high level of professional responsibility, ethical practice, and ensure quality service standards are achieved and always maintained.
- Utilize workforce management tools to create efficient schedules, considering agent skills, availability, and service level objectives.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Autonomously manages issues and/or matters which may not have a defined process or method for successful resolution.
- Ability to analyse data, interpret key performance metrics, and draw insights to guide strategic decision-making and performance improvements.
- Exercise discretion in handling issues of a sensitive nature.
- Ability to anticipate and apply measures to alleviate potential problems, address complex issues, and overcome obstacles.
- Guidance is available from the Coordinator and Manager, if and/or when required.

MANAGEMENT SKILLS:

- Capacity to monitor individual and team workflow and priorities to ensure timely service delivery to a range of stakeholders.
- Exemplary leadership skills with the capacity to motivate, monitor and manage individual and team workflows and priorities to achieve strong service delivery and performance.
- Good understanding of human resource management and employee relations practices, including successfully resolving most workplace issues and/or matters with the support of the Coordinator Support Services and the HR Business Partner.

INTERPERSONAL SKILLS:

- Ability to work collaboratively and effectively in a team environment.
- Demonstrated ability to develop and foster a healthy and productive local team culture.
- Proactive, positive and professional attitude with a flexible approach.
- Highly developed issues management capability with experience in negotiating successful resolutions with a diverse range of internal and external stakeholders.

ADDITIONAL INFORMATION

- May be required to work from various locations, within contact centre hours.