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| Yarra Logo | POSITION DESCRIPTION |

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| **POSITION TITLE:** | | Customer Service Operations Lead | | | | | |
| **POSITION NO:** | | 103730 | **CLASSIFICATION:** | | | Band 6 | |
| **DIVISION:** | | Corporate, Business & Finance | | | | | |
| **Branch** | | Customer Service | | | | | |
| **UNIT:** | | Access Yarra | | | | | |
| **REPORTS TO:** | | Coordinator Customer Operations | | | | | |
| **POSITION SUPERVISES:** | | Customer Service Officers | | | | | |
| **POLICE CHECK REQUIRED:** | Yes | **WORKING WITH CHILDREN CHECK REQUIRED:** | | Yes | **PRE-EMPLOYMENT MEDICAL REQUIRED:** | | No |

*Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.*

*This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.*

*We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.*

# POSITION OBJECTIVE

* Facilitate the delivery of excellence in service and people performance.
* Support operational functions to optimise business effectiveness and deliver seamless customer experiences.

# ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City’s physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

This position is part of the Customer Service Branch which falls within the Corporate, Business and Finance Division. The Customer Service Branch is the customer interface for the organisation and is responsible for delivering consistent and seamless experiences across all customer channels. These channels include a contact centre, four service centres, mail, social media, email and other digital platforms.

The Branch is also responsible for leading customer experience strategy and development.

# KEY RESPONSIBILITIES

* Lead and develop team capability through ongoing coaching, mentoring and participation in learning and development programs.
* Lead customer service professionals in the delivery of exceptional service across all customer channels. Champion team work and customer centric culture within the team and across the organisation.
* Ensure business operations are resourced to optimise customer responsiveness.
* Devise strategies targeted at identifying any gaps in service performance and provide solutions for improvement.
* Monitor and evaluate service standards for all customer channels to ensure business effectiveness, compliance with policies and a seamless customer experience.
* Maintain an awareness of key issues and trends that may impact service delivery and proactively seek solutions.

# Provide data, analysis and reports on business operations for planning and service improvement.

* Collect and compile customer data/insights from customers and business partners.
* Monitor customer data trends and anticipate service impacts or business improvement opportunities.
* Liaise with business partners for complex complaint case management and resolution.
* Partner with ICT to ensure all operational systems are maintained and business disruption is minimised.
* Work collaboratively with all business partners to support proactive customer solutions.
* Proactively promote and implement Council’s Cx Strategy to support seamless customer experiences across Council and to external customers.
* Enhance Access Yarra’s profile with internal and external stakeholders

# ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Operations Lead will be responsible to the Co-ordinator Customer Experience and Performance for:

* Supervising customer service operations.
* Undertaking operational planning including workforce management to maintain operations, performance standards and budget allocations.
* Developing and delivering strategies that improve the operational performance of customer channels.

Ensuring customer service responsiveness targets, including service standards and response timeframes, are consistently met with the appropriate resources current organisational technology and within budget allocation. Administering on-call afterhours function on a rotating basis to support operations.

***Safety and Risk***

* Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
* Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
* Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the *Child, Wellbeing and Safety Act 2005* and have robust policies and procedures in order to meet this commitment.

***Sustainability***

* Embrace the following Sustaining Yarra principles through day to day work:
  + Protecting the Future
  + Protecting the Environment
  + Economic Viability
  + Continuous Improvement
  + Social Equity
  + Cultural Vitality
  + Community Development
  + Integrated Approach

***Yarra Values***

* Behave according to the following values which underpin our efforts to build a service-based culture based on positive relationships with colleagues and the community:
  + Accountability
  + Respect
  + Courage

**JUDGEMENT AND DECISION MAKING**

* People leadership decisions regarding performance and professional development of direct reports.
* Resource management decisions to support daily operations across all customer channels.
* The incumbent will need to liaise with departments to solve problems and review processes to improve customer service. Issues may require applying known methods and procedures to new situations.
* Complex operational and staffing issues will be guided by policies and procedures.
* Judgement is exercised within Council policies, guidelines, procedures and standards that are reflected in service level agreements and within the framework of legislation relevant to Local Government.
* Continually aim to protect the valued reputation of Yarra Council by being aware of issues that have the potential to damage the organisation’s brand and refer these issues immediately to the attention of the Manager.
* Guidance and advice will be available.

# Specialist Skills and Knowledge

* Demonstrated skills and knowledge in leading multifaceted customer channel operations.
* Knowledge in developing customer service metrics that support engagement and performance.
* Knowledge and skills in data and analytics to support business operations and customer trends.
* Ability to write business reports with recommendations.
* Ability to empower teams to achieve results.
* Demonstrated knowledge and experience in using complex systems and processes that enhance Customer responsiveness.
* Ability to review, develop and implement guidelines and operating processes to achieve service standards.

# Management Skills

* Skills in managing time, setting priorities, planning and organising one's own work.
* Demonstrated skills and experience in leading high performance teams in a customer service environment.
* Management and performance of business operations in an omni channel environment.
* Research, data and analytical skills.
* Position requires an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee development.

# Interpersonal Skills

* Ability to build on the positive team culture that encourages respect, trust, constructive behaviours, co-operation and innovation.
* Conflict resolution skills to achieve outcomes.
* The ability to gain co-operation and assistance from a diverse range of staff, customers and stakeholders. Work cooperatively and in partnership with all stakeholders to maintain customer service channels and systems.
* Ability to liaise with counterparts in other organisations to discuss specialist matters and within the organisation to resolve intra-organisational problems.
* Excellent oral and written communication skills - including the ability to analyse data and prepare reports with recommendations.

# QUALIFICATIONS and EXPERIENCE

* Tertiary qualifications in business and/or related field and some relevant experience or lesser formal qualifications with substantial demonstrated experience in managing customer service operations.
* Experience in complex problem solving and analysis. Proven skills in data and analytics.
* Demonstrated experience utilising customer service technology and systems.

# KEY SELECTION CRITERIA

1. Demonstrated experience in managing multifaceted customer service business operations and in leading high performance teams.
2. Proven ability to build and maintain partnerships with key stakeholders to form mutually beneficial outcomes.
3. Demonstrated ability to engage in innovative thinking and problem solving with an ongoing process improvement approach.
4. Demonstrated experience in analysing data to support business operations and gain insights into customer needs.
5. Demonstrated experience in maintaining focus and direction in challenging situations.
6. Proven excellent oral and written communication skills with ability to analyse data and producing reports with recommendations.