

Team Leader

Position Description

Directorate	Community and Environmental Services	Department	Customer Response
Reports To	Customer Service Delivery Coordinator	Direct Reports	Yes
Queensland Local Government Industry Award - State 2017 - Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level	Schedule 1, Level 4

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

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.

Additional Information

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.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a leader you will take accountability for demonstrating the values expectations and behaviours and enable your team members to do the same.

SERVICE

TEAMWORK

INTEGRITY

RESPECT

SUSTAINABILITY

Decision Making

Budget

N/A

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.

Note: 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.