



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>		Coordinator Customer Operations			
<b>POSITION NO:</b>		103710	<b>CLASSIFICATION:</b>		Band 7
<b>DIVISION:</b>		Corporate, Business & Finance			
<b>BRANCH:</b>		Customer Service			
<b>REPORTS TO:</b>		Manager Customer Service			
<b>POLICE CHECK REQUIRED:</b>	Yes	<b>WORKING WITH CHILDREN CHECK REQUIRED:</b>	Yes	<b>PRE-EMPLOYMENT MEDICAL REQUIRED:</b>	No

*Yarra City Council 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.*

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### POSITION OBJECTIVES

The Co-ordinator is responsible for leading a high performance team to deliver exceptional service across all channels and manage customer operations to optimise and achieve performance.

### ORGANISATIONAL CONTEXT

The City of Yarra is a dynamic, diverse and fast paced inner city municipality with socially and professionally connected communities that have an expectation to be able to connect and do business with Council through multi channels and at their convenience.

Yarra Council places a strong emphasis on customer responsiveness. We recognise that our reputation with our community is directly linked to how we communicate and engage with each and every person who has contact with us. We know that being customer centred requires understanding our customers' needs and delivering services that are outcome focussed.

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.

## **ORGANISATIONAL RELATIONSHIP**

Position reports to:	Manager Customer Service
Position Supervisors:	Senior Records and Project Officer Records Officers Customer Service Officers

## **KEY RESPONSIBILITIES**

- Lead and manage a team of customer service professionals to deliver consistent and seamless experiences across all customer channels.
- Identify talent and invest in team and individual development opportunities to build capability.
- Model CORE values and behaviours to support a customer centric and high performance culture.
- Facilitate change readiness and adoption strategies to support continuous improvement.
- Manage the day to day operations of customer channels to optimise and achieve performance.
- Undertake business planning, reporting and budgeting processes.
- Design, implement and review record management policies and procedures.
- Establish effective business partner relationships with internal and external stakeholders to support customer focused solutions.
- Facilitate customer experience (Cx) initiatives that drive improvements and business efficiencies.
- Support and assist in the implementation of Council's Cx Strategy.
- Assist in managing established contracts for goods and services to ensure the delivery of outcomes in line with contract objectives, Council and customer requirements.
- Monitor contract performance and compliance in accordance with the contract management plan and organisational policies and procedures.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- The freedom to act is governed by legislation, Council policy, procedures, business objectives and budget of the Branch.
- The position is responsible for the effective and efficient management of Customer Service operations in line with the Branch vision, goals and action plans, ensuring the customer experience meets the needs and changing demands of customers.
- Ensure service delivery is in line with agreed service levels and standards.
- Develop and deliver strategies that improve operations.
- Monitor budget expenditure and assist in the preparation of an annual budget.
- Develop and review operational policies and procedures that support customer experience.
- Implement and monitor safety and control measures for cash handling and front line functions.

- Ensure data quality, integrity, policy and Award compliance is maintained in workforce management.
- Develop, produce and share reports, analytics and recommendations with key stakeholders to drive improvement and efficiencies in customer experience.

### **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:
  - Respect
  - Teamwork
  - Innovation
  - Sustainability
  - Accountability
  - Integrity

### **JUDGEMENT AND DECISION MAKING**

- People leadership decisions regarding performance, professional and career development of direct reports and recruitment.
- Identify systemic issues impacting customer experience across the business and develop or recommend solutions to improve systems and processes.
- Develop policies and procedures that involve the improvement and development of methods and techniques in customer operations.
- Resolve issues and complex complaints with solutions not necessarily related to previously encountered situations.
- Make decisions based on an understanding and knowledge of Council's goals and objectives as they relate to the Customer Service Branch.
- Guidance and advice is not always available within the organisation.

## **SPECIALIST KNOWLEDGE AND SKILLS**

- Demonstrated understanding of Customer Experience principles and practice.
- Ability to lead people in the pursuit of exceptional customer service.
- Specialist expertise in customer insights and analytics to drive business improvement and service design.
- Demonstrated experience using complex systems and processes that enhance customer responsiveness.
- Analytical and investigative skills are required, to enable the formation of policy options from within a broad organisation-wide framework.
- An understanding of the long term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- Knowledge of and familiarity with the principle and practices of budgeting and relevant accounting and financial procedures are required.
- Knowledge of the Public Records Act, related standards and applicability within a Local Government context.
- Proven success and skills in managing customer operations, contract management and data analysis and reporting.

## **MANAGEMENT SKILLS**

- Change management skills with the ability to lead and manage performance of direct reports.
- Experience and ability to implement personnel policies and practices including awards, equal opportunity and health and safety, recruitment and selection procedures and techniques, position descriptions, employee training and development.
- Contribute to the development and implementation of long term staffing strategies.
- Demonstrated skills in workforce planning and management within a customer operations environment.
- Skills in managing time, setting priorities and planning and organising one's own work and that of other employees to achieve specific and set objectives.

## **INTERPERSONAL SKILLS**

- Excellent verbal and written communication and presentation skills and the ability to apply these to consulting and facilitating a range of situations, and to presenting information to various audiences. Ability to lead, motivate and develop team capability and drive a values based culture.
- High level of emotional intelligence.
- Proven analytical and problem solving skills and the ability to liaise with counterparts in other organisations to discuss and resolve specialist problems.
- Demonstrated ability to collaborate, persuade and negotiate positive outcomes for customers, business partners and community organisations.

## **QUALIFICATIONS AND EXPERIENCE**

- Tertiary qualifications in business and/or related discipline with extensive experience in a similar role.
- Demonstrated experience in leading and managing teams in a customer operations environment.
- Demonstrated skills and experience in leading teams through change to deliver successful outcomes.
- Demonstrated experience in proactive approaches to problem solving and evidence based decision making capability.
- Sound analytical skills and outcome focused approaches to people, processes and systems.

**KEY SELECTION CRITERIA**

- Demonstrated experience in leading and managing teams in a customer operations environment.
- Demonstrated skills and experience in leading teams through change to deliver successful outcomes.
- Proven ability to build relationships and work collaboratively with business partners to meet shared objectives.
- Experience in analysing customer trends and insights to inform service delivery.
- Proven ability to problem solve complex issues that deliver customer focussed solutions.