

Customer Experience Manager

Division	Community and Environment	Department	Customer Response
Reports To	Manager Customer Response	Direct Reports	Yes

Position Purpose

This position will manage and lead the successful delivery of Council's customer services functions by developing a high-performance team, providing expert advice and driving service enhancement initiatives.

Key Responsibilities and Outcomes

Operational

As a Branch Manager and member of the Department's leadership team, you will:

- Manage and lead the delivery of contemporary customer service channels and practices to meet the needs and aspirations of current and future customers.
- Ensure the efficient and effective operation of the Customer Service branch through end to end management of a range of functions including; contact centre and in-person customer service operations; online service delivery, website and intranet content management and records and archives processes, within budget.
- Evaluate the effectiveness of customer service channels and practices to determine and implement change through a continuous improvement approach to achieve optimal service delivery.
- Develop and manage the Customer Services Team through a range of workforce management initiatives to drive a customer centric team culture of high performance, innovation and accountability.
- Develop high level collaborative relationships and partnerships which enhance internal and external customer engagement and experience.
- Develop and manage a program for the recruitment, training and ongoing coaching and development of customer service team members
- Develop and deliver on business plans and project initiatives which align with Council's strategic and operational objectives.
- Lead the analysis and reporting of customer service metrics and branch performance measures and standards to inform business practice and identify opportunities for improvement

Values

At Moreton Bay Regional Council we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a leader of leaders, you will shape the culture of the organisation by consistently role modelling the values, expectations and behaviours and empower your leaders to do the same.

Decision Making

Budget - \$20,000

Delegations - Delegations under the *Local Government Act 2009* and as directed and published in Council's Delegation Register.

Knowledge & Experience

- Extensive experience and knowledge of the delivery of customer service functions to serve the needs of a diverse range of internal and external customers.
- Experience in the development and implementation of strategies, policies, business plans, service metrics and budgets.
- Extensive experience in managing and driving high team performance and the development of individual and team capabilities.
- High level experience in building collaborative relationships at all organisational levels to achieve ongoing service improvement outcomes.
- Highly level interpersonal and communication skills with the ability to productively consult and negotiate with a broad range of customers and stakeholders.
- Strong achievements in driving innovative service delivery solutions and leading change.

Qualifications

- Bachelor of Business Administration or proven substantial experience in relevant field.
- Experience in working in a customer centric role
- Current C class driver's license.

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.