

	POSITION DESCRIPTION			PD051
	Customer Service Officer			
Classification	Administration/Clerical, Level 2	Status	Casual.	
Directorate	Financial Services	Incumbent	Vacant	
Department	Customer Services	Reporting to	Customer Services Coordinator	

PURPOSE OF THE POSITION

This position is an important role in delivering efficient, courteous and effective customer service including reception, cashiering and administrative support. The incumbent will have a varied role and will require sound working knowledge of Council activities and projects with the expectation of translating Council needs into service delivery through the customer service team. The incumbent will also form a part of the team of officers working to support each other in the completion of their duties.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
Customer Service & Communications	<ul style="list-style-type: none"> ▪ To participate in the delivery of exceptional frontline team-based customer service. ▪ Professional interactions as first point of contact for the functional areas of Council. ▪ Processing of financial transactions accurately and efficiently. ▪ Ensure a positive image of Council is promoted when dealing with both internal and external customers. ▪ Interpersonal communications, including the management of enquiries, screening of requests and reception of visitors is handled in a respectful, professional and confidential manner. ▪ To display a positive attitude, and “can do” approach, towards Council policy and decisions in relation to the position and the public image of Council. ▪ Resolution of issues, as appropriate, through positive action, redirecting to appropriate staff as required, and escalation of potentially serious matters to the relevant Manager for assistance. ▪ Ensure forms, in relation to the position are current, accurate and contain relevant information to assist/answer enquiries. ▪ Stay up to date with Council activities and services to provide timely and appropriate information to customers. ▪ Adhere to Customer Service standards, principles and policies. ▪ Provision of customer service across other functional operations of Council, as required.
Administration of Customer Request Management System	<ul style="list-style-type: none"> ▪ Logging of complaints into the Conquest Asset Management System. ▪ Provide effective administrative support to the relevant officer for the management of outstanding requests.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
	<ul style="list-style-type: none"> ▪ Maintain and update all relevant live information into the Conquest Management System. ▪ Liaise as required with staff from other departments to gain information and to resolve customer issues ▪ Deliver quality non-technical information and services face-to-face, telephone and email to both internal and external customers ▪ Preparation, and distribution, of reports are delivered on time and to an appropriate standard. ▪ Co-ordinated and appropriate administration support provided for the preparation and completion of correspondence, as required. ▪ Completion of requests in the system are finalised accurately and in a timely fashion.
Other	<ul style="list-style-type: none"> ▪ Raising and lowering of appropriate flag each day.
Standard Clauses in all employee PDs	
Meetings and Interactions	<ul style="list-style-type: none"> ▪ Attending and actively participating in internal and external meetings and workshops, as required.
Customer Service	<ul style="list-style-type: none"> ▪ A consistently high level of customer service, based on defined service levels, provided to internal and external customers both individually and by the team. ▪ Customer queries, complaints and correspondence responded to in accordance with defined service levels and Council expectations.
Resource Sharing	<ul style="list-style-type: none"> ▪ Other duties and back up servicing provided to the Circular Head Council as required from time to time, pursuant to the Resource Sharing agreement between the two Councils.
Confidentiality	<ul style="list-style-type: none"> ▪ Integrity and confidentiality of all council related activity and documentation is being maintained.
Records Management	<ul style="list-style-type: none"> ▪ Records are created, used, maintained, recorded and managed in accordance with the Council's Information Management Policy.
Procurement	<ul style="list-style-type: none"> ▪ Responsible for purchasing goods and services in accordance with the Procurement Policy and delegated financial limits.
Risk Management	<ul style="list-style-type: none"> ▪ Maintain an active awareness and reporting of Risk Management issues and practices concerning the workplace and within the role that could cause concern, embarrassment or liability to Council. ▪ Assist Council to mitigate risk by promoting risk awareness throughout the organisation. ▪ Provide risk management information as requested and assist in the investigation of any risk management issues or claims that have been made against Council insurances.
Performance Measures	<ul style="list-style-type: none"> ▪ Departmental Key Performance Indicators (KPI's) developed. ▪ Reports against KPIs are occurring. ▪ Updates and achievements of outcomes completed in Interplan. ▪ Performance monitored against internal and external Council survey results.
Additional Duties	<ul style="list-style-type: none"> ▪ Other duties as directed within the scope of the position.

SPECIAL CONDITIONS

- A pre-employment medical including drug and alcohol testing is required prior to commencement.
- A satisfactory National Police Check will be required. Council will screen for serious offences or any other offences relating to fraud or dishonesty, or any offence that Council deems of a nature that is not appropriate for the role.

WORK HEALTH AND SAFETY ACCOUNTABILITIES

All staff are required to observe the following WHS accountabilities:

1. Ensure full compliance with Council's Safety Management Plan and associated Policies, Procedures and Instructions, specifically taking action on all points of the employee's responsibility; and
2. Ensure full compliance with responsibilities under the *WHS Act 2012*, the *WHS Regulations 2012* and other relevant legislation, in particular:
 - Take reasonable care for your own safety (physiological and psychological) and that of others at their work.
 - Accept the responsibilities in the course of performing your work with regard to the use of safety devices and protective equipment.
 - Report safety hazards to minimise and control risk.
 - Report immediately any incident or injury which arises in the course of your work.
 - Ensure completion of induction, instruction and training prior to undertaking tasks.
 - Ensure that you are not affected by the consumption of alcohol or drugs so as not to endanger your own safety at work or the safety of any other person.
 - Ensure personal adherence to Council's WHS Policies, Guidelines, Procedures, Safe Operating Procedures and Safety Instructions.

CORPORATE ACCOUNTABILITIES

All staff are required to observe the following corporate accountabilities:

1. Compliance with all legislative requirements.
2. Understand and promote Council's Strategic Objectives and Core Values.
3. Adhere to Council's plans, policies, guidelines and procedures which include the Customer Service charter, WHS Standards, Information Management, Risk Management plan, Safeguarding Children and Young People and matters outlined in the Employee Handbook and Enterprise Agreement.

COUNCIL VALUES

Our work and decisions are guided by our Values. Our values underpin our actions and dealings with each other and the Community we serve. As representatives of Waratah-Wynyard Council, together we deliver important services to our great Community, we are committed to deliver quality outcomes by creating a workplace culture where people enjoy their work, feel valued and are proud to work to serve our Community.

RESPECT - People are heard, valued and respected. We are fair and equitable in all our practices.

PRIDE - We take pride in the quality of our service and standard of work we deliver. We serve each other and our community with integrity

CONNECTION - People are at the heart of all we do. We are inclusive and build relationships that foster trust and belonging.

SUSTAINABILITY - The impact we have on people and our environment is important to us. We make integrated and sustainable choices.

LEARNING - We are a learning organisation. We embrace opportunities for continuous improvement and innovation.

ORGANISATIONAL RELATIONSHIPS

Reports to: Customer Service Coordinator

Direct Reports Nil

Internal Liaisons: The Customer Service Officer is required to operate as an effective part of the Community & Engagement team and is expected to ensure professional and effective working relationships with the Executive Management Team, Senior Management Team and all staff throughout the organisation.

External Liaisons: The Customer Service Officer interacts with contractors and various representatives of the community and other Councils on behalf of the organisation. High standards of professionalism and customer service are expected, and the incumbent must display a positive and constructive approach towards Council and its activities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Customer Service Officer exercises powers and duties within the classification of the role and as defined by policy, budget allocation and specified individual and departmental performance plans. Where decisions exceed their delegation, the Officer will refer the matter to the Customer Service Coordinator.

PERSONAL ATTRIBUTES

- Displays an attitude of discretion and integrity which inspires trust and confidence.
- Mature pleasant disposition.
- Passionate and committed to great community outcomes.
- Strong commitment to organisational goals and customer service with a demonstrated capacity to project a positive public image for Council through appropriate behaviour and attire.
- Enthusiasm and commitment to sustained effort through diligence and pursuit of high standards.
- Proactively utilises initiative, innovation and a commitment to continuous improvement.
- Ability to show initiative in planning and developing new ideas and approaches, and to implement and communicate change effectively.
- The ability to collaborate and engage others and be responsive to their needs and organisational goals and a commitment to customer service excellence both internally and externally.
- A commitment to continuous improvement for themselves and others to enhance service delivery and commitment to the pursuit of high standards and best practice.
- Ethical, honest and reliable in all dealings and a commitment to seek trust and be trusted.
- Inclusive and effective communication skills and techniques with an ability to clearly communicate concepts to others.
- Ability to employ sound judgment and decision making amongst competing demands.

QUALIFICATIONS, KNOWLEDGE & EXPERIENCE

Formal Qualifications

- Qualifications in Business, Administration or similar is desirable.

Knowledge & Experience

- Well-developed written and verbal communication and interpersonal skills.
- Experience in providing high level of customer service.
- Ability to deal effectively with distressed and agitated clients, placate clients and resolve problems.
- Ability to work in a team and to exercise tact, discretion and sound judgement.
- Demonstrated courteous disposition and helpful and friendly demeanour.
- Time management skills and the ability to develop, maintain and monitor own work program to meet deadlines.
- The ability to work under pressure with accuracy.
- Experience with Smart Phones and online technology and willingness to use as part of your role.

SELECTION CRITERIA

Essential

1. Experience in an office environment including cash handling, data input and customer service.
2. Commitment to the delivery of best value services to stakeholders through the pursuit of personal excellence, integrity and continuous improvement practices.
3. Ability to operate independently working within established and agreed parameters.
4. High-level computer skills.
5. Demonstrated experience in operating in a team environment, in particular sharing workloads and supporting colleagues in a positive manner.
6. Excellent verbal and written communication, negotiation and consultation skills.
7. Accuracy and quality of duties undertaken.

ACCEPTANCE OF POSITION

I agree to the current requirements of this Position Description.

Employee Name: _____

Employee Signature: _____

Date: _____

Chief Executive Officer
Approval: _____

Date: _____

