



<div>Role Title</div> <div>Group</div>  <p>Clarence... a brighter place</p>	Customer Contact Officer		
	Role Description		
	Strategic Development, Communications and Engagement		
	Incumbent	Vacant	
	Head of Strategic Development, Communications and Engagement	Georgi Wicks	
		SIGNATURE:	
		DATE:	
	Chief Executive Officer	Ian Nelson	
		SIGNATURE:	
		DATE:	11/1/24

Customer Contact Group Objectives

The Council's Customer Contact Group is the primary point of telephone and face-to-face contact for residents, local business persons and others wishing to obtain information or arrange action relating to a wide range of council functions, facilities and services.

Essential Duties and Responsibilities

Customer Contact Officers are accountable for a varying percentage of the tasks outlined below on a rotational basis, ensuring flexibility across the Group, achievement of workload priorities and multiskilling opportunities for staff.

Ensure high levels of customer service by:

- serving as first point of contact for customer enquiries, transactions and requests:
 - ensuring high levels of customer service are provided through quality interactions in a professional, courteous, accurate and efficient manner.
 - ensuring service standards and performance objectives are achieved.
 - effectively dealing with an extensive range of enquiry subjects in an environment that can be fast paced, changing and challenging.
 - escalating contacts to other operational areas as required.
 - striving for the highest achievable level of customer first-contact resolution.
- performing cashiering duties, including receipting, balancing and banking (*subject to organisation review considerations*).
- undertaking administration and coordination duties in regard to the Clarence Community Bus and volunteer drivers.
- supporting fleet management operations, including:
 - VECOM database maintenance.
 - liaising with the Depot Workshop as required re vehicle maintenance and repairs.
- modelling a strong sense of commitment and ownership to customer satisfaction.
- maintaining and enhancing communication and professional relationships with internal and external stakeholders.
- ensuring personal presentation is professional at all times.
- ensuring customer complaints/compliments are actioned in the prescribed manner.
- acquiring knowledge of Council wide operations to assist with enquiries.

Ensure general support to the attainment of Group objectives by:

- supporting the update, development and documentation of procedures.
- participating in opportunities for personal development and prescribed training programs, including periodic rotation between Council programs and groups, to remain knowledgeable of current practices, policies and procedures.

- continually seeking to identify systems and processes to improve and enhance customer service delivery.
- actively participate as a team member by assisting colleagues, as necessary.
- performing other duties and participate in projects / activities as required.
- attending and actively participating at team meetings by presenting details of personal work experiences and project information that may assist other team members and contribute to the improvement of the Groups customer service objectives.

The essential duties and responsibilities of the role are outlined above, however a worker may be directed to carry out such duties and tasks as are within the limits of the worker's skill, competence and training.

Compliance Obligations

All Workers must:

- comply with all reasonable and lawful directions;
- take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace; and
- comply with policies and procedures as amended from time to time (policies and procedures are not incorporated into the contract of employment), including but not limited to Council's:
 - Customer Service Framework and Charter;
 - Procurement Policy and Code for Tenders and Contracts;
 - Fraud Policy;
 - Workplace Behaviour and Code of Conduct Policies; and
 - Work Health and Safety Policy and Procedures;
- perform all duties to the best of their ability at all times.

Authority and Delegations

The officer is to perform all duties in an authorised manner and within the scope of responsibility necessary to carry out those duties, as specified by this position description and in accordance with any applicable appointment, authorisation or delegation provided by the Chief Executive Officer.

Organisational Relationship

The Customer Service Officer is a member of the Strategic Development, Communications and Engagement Group and is responsible to the Manager Customer Contact Group through the Team Leader Customer Contact.

Salary

The salary range for this position is Pay Point 8 to 12.

Selection Criteria

Essential

- Certificate III in Customer Contact or equivalent experience in a customer service role.
- Excellent customer service skills in both face to face and on the phone, with the proven ability taking ownership for the customer enquiry.
- Excellent standard of communication (verbal and written), engagement, presentation and interpersonal skills.
- Ability to deal with sensitive situations or agitated customers.
- Results—focussed with demonstrated ability to bring initiative, sound judgement and discretion.
- Good attention to detail.
- Strong time management and organisational skills.
- Good skills in utilisation of the MS Office.
- Demonstrated ability to work independently and as part of a team.
- Knowledge, understanding and application of work health and safety requirements.

Desirable

- Experience in the development and utilisation of online self-service systems.
- Ability to document, improve and optimise customers service procedures.
- An understanding and appreciation of Council's role in providing services to its customers.
- Knowledge of Local Government main functions and responsibilities.
- Knowledge of local geography, activities and services.

Screening Checks

Appointment will be conditional upon a satisfactory:

- National Police Check YES ☐ / NO ☒
- Working with Vulnerable People Check YES ☐ / NO ☒
- Medical Check YES ☒ / NO ☐
 - ☐ Sitting posture for prolonged periods.
 - ☐ Lifting and carrying office equipment (about 15kgs).
 - ☐ Operating computers.
 - ☐ Driving (passenger vehicles).
 - ☐ Dealing with enquiries and difficult situations on a regular basis.