

Position Title	Team Leader Customer Experience
Department	Community Services
Unit	Customer Experience and Recreation
Team	Customer Experience
Supervises	15
Reports To	Manager Customer Experience and Recreation
Grade	Grade G
Date Prepared	14/11/2023
Date Last Updated	4/01/2024

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

The Team Leader Customer Service is responsible for managing operations, handling customer inquiries and supervising Customer Service staff.

Moreover, the position is responsible for leading a large Customer Experience team of up to 15 team members, to promote and foster a strong positive team culture to effectively and efficiently support and achieve the objectives of the corporate and business unit plan.

Accountabilities

- Supporting Our Customer
- Manage call centre operations (including front counter service) with a focus on achieving excellent service, the highest level of courtesy and professionalism, whilst meeting service standards and business unit key performance indicators.
- Triage customer requests to relevant business unit.
- Act as an escalation point for Customer Service Officers when dealing with more complex enquiries.
- Managing Councils afterhours Service provider to ensure that all afterhours processes are correct and concise.
- Management of Council 'report it online functionality' and other Eservices functions to ensure a user-friendly system to the Community.
- Managing all aspects of the current phone system and it's features such as post call surveys, virtual hold, and call recording scorecards.
- Supporting Our Business
- Encourage continuous improvement on systems and processes for Customer Service teams, consistently looking for new and innovative ways to improve the service delivery to Canterbury Bankstown Council customers.
- Ensure procedures and processes, like receipting and balancing procedures, are current and up-to-date and staff are trained accordingly.






- Assist the Manager Customer Experience and Recreation with planning and budget processes.
- Providing Pathway and Our Customer training for the Organisation when requested.
- Manage the planning applications via the NSW Planning Portal.
- Constantly encourage and promote change in the workplace while adapting and responding to it in a timely manner.
- Embrace changes in technology to ensure improved efficiencies and overall customer experience.

- The knowledge base for all CRM request codes are updated on a regular basis for all Council Staff use.

- Supporting the team and each other
- Coach and mentor team members to deliver excellent customer service.
- Ensure open communication with Manager Customer Experience, Team Leaders and other teams within Council to ensure the achievement of business unit plan objectives and business unit performance targets.
- Participate in and contribute to regular team meetings, providing input into work practices and communicating issues.
- Working with other teams to update the Pathway system, ensuring all request codes are correct and current and all the relevant officers are correct, the questionnaires are correct and the path for request completion is correct.
- Continuous catch ups with our partnered teams to ensure that all processes and procedures are working for all teams and the residents.
- Working with other teams to update the Pathway system, ensuring all request codes are correct and current and all the relevant officers are correct, all fees and charges are updated annually, the questionnaires are correct and the path for request completion is correct.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – People Leader Profile 2		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Advanced
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Intermediate
	Lead and Manage Change	Intermediate

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Relationships		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Relationships		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer- focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results		
Innovate and Improve	Adept	<ul style="list-style-type: none"> • Produces new ideas, approaches or insights • Analyses successes and failures in the organisation for insights to inform improvement • Identifies ways in which industry developments and trends impact on own business area • Shows curiosity in the future of the community and region and thinks creatively about

		<ul style="list-style-type: none"> • Identifies, shares and encourages suggestions for organisational improvement • Experiments to develop innovative solutions
Results		
Deliver Results	Advanced	<ul style="list-style-type: none"> • Sets high standards and challenging goals for self and others • Delegates responsibility appropriately and provides support • Defines what success looks like in measurable terms • Uses own professional knowledge and the expertise of others to drive results • Implements and oversees quality assurance practices
People Leadership		
Inspire Direction and Purpose	Adept	<ul style="list-style-type: none"> • Demonstrates passion, enthusiasm and personal dedication to the organisation's vision • Translates organisation and unit objectives into team goals and plans to help staff understand the links • Builds a shared sense of purpose through involving people in the process of cascading • Motivates staff by providing autonomy in how they do their work, saying thanks and celebrating successes

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of "focus" capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Tertiary qualifications in related discipline and/or demonstrated relevant experience of office co-ordination.

Essential Experience

- Five (5) years demonstrated experience in leading teams to provide high quality customer service in a fast paced environment.
- Ability to prioritise tasks and making difficult decisions including managing performance.
- Strong user skills in a range of Local Government software applications (Customer Requests Management, Records Management, Land Information Systems, Graphical Information Systems, etc.)
- Knowledge of Local Government and other relevant legislation and regulations.
- A proven ability to coach and develop staff members.
- Strong negotiation skills.
- Strong interpersonal and communication skills, with demonstrated ability to motivate others and foster a strong team culture.
- Excellent computer skills with Microsoft Office products
- Advanced problem solving and decision making skills and the ability to develop appropriate solutions.
- Adaptability and flexibility to accommodate change and provide responsive services to meet customer needs.

Desirable Qualifications and or Experience

- Cert IV Customer Contact / Frontline Management or similar.
- Experience with multicultural issues in a diverse community.
- Experience in implementing changes to work processes.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>