

<b>Position Title</b>	Coordinator Contact Centre and Customer Experience
<b>Department</b>	Community Services
<b>Unit</b>	Customer Experience and Recreation
<b>Team</b>	Customer Experience
<b>Supervises</b>	Team Leader Customer Experience
<b>Reports To</b>	Manager Customer Experience and Recreation
<b>Grade</b>	Grade I
<b>Date Prepared</b>	4/04/2025
<b>Date Last Updated</b>	22/04/2025

## 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

Lead and manage the day-to-day operations of the City's service channels, including digital, phone, and face-to-face interactions across multiple Contact Centres and Visitor Service centres. Your leadership will inspire your team to provide a positive and professional service experience through all contact channels, ensuring that residents, businesses, and stakeholders receive timely and high-quality support, resulting in a great Customer Experience.

## Accountabilities






- Create a high-performing team environment, fostering camaraderie and helping team members succeed through coaching and development.
- Lead a branch of approximately 40 staff, including Customer Experience Team Leaders
- Oversee in-bound customer service across various channels including phone calls, email, 3rd party digital reporting channels, and chat, as well as face to face counter services.
- Ensuring Quality assurance KPI's are met to deliver great Customer Experiences
- Proactively identify opportunities for enhancement, lead change initiatives, and ensure service excellence.
- Contribute to managing forecasting, rostering, and workload prioritization to meet SLAs and KPIs.
- Uphold Local Government policies, Occupational Health and Safety standards, and Equal Employment Opportunity principles.
- Analyse and evaluate service improvement requests or ideas, monitor and evaluate performance towards Unit goals and objectives.
- Develop and maintain relationships with Councils After Hours Contact Centre provider, as well as other 3rd Party reporting channel applications.
- Facilitate Recruitment, Training and Onboarding of all new staff to the Unit
- Investigate and implement new technologies including Genesys Call Centre Technology, Knowledgebase Systems, and A.I
- Collaborate closely with internal and external stakeholders for effective service delivery

- Strategic thinking and planning for future changes that will impact Contact Centre and Visitor Services - eg: FOGO, and Visitor Services in Libraries.
- Maintain strong relationships with customer networks and representative bodies for a positive City image
- Collaborative Engagement to foster strong working relationships with key stakeholders across various Council departments to align service delivery initiatives with broader Council goals.
- Work closely with the Manager Customer Experience and Recreation to integrate strategic planning into service delivery. This includes participating in the development and implementation of the Council's operational planning requirements and community outcomes.

## 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 1

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

## 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
<b>People Leadership</b>		
Inspire Direction and Purpose	Advanced	<ul style="list-style-type: none"> <li>• Translates organisational vision and strategy into operational goals to help staff understand their own contribution</li> <li>• Builds a shared sense of purpose through involving people in defining priorities and cascading goals</li> <li>• Regularly communicates progress against business unit and organisational goals</li> <li>• Creates opportunities for recognising and celebrating high performance at the individual and team level</li> </ul>
<b>Personal Character</b>		
Display Resilience	Advanced	<ul style="list-style-type: none"> <li>• Is flexible and readily adjusts own style and approach to suit the situation</li> <li>• Adjusts tactics or priorities in response to changes in the organisational environment</li> <li>• Gives direct, honest advice, even in the face of strong, contrary views</li> <li>• Accepts criticism of own ideas and responds in a thoughtful and considered way</li> <li>• Welcomes challenges and persists in raising and working through difficult issues</li> <li>• Shows composure and decisiveness in dealing with difficult and controversial issues</li> </ul>
<b>Results</b>		
Plan and Prioritise	Advanced	<ul style="list-style-type: none"> <li>• Ensures business plans and priorities are in line with organisational objectives</li> <li>• Uses historical context to inform business plans and mitigate risks</li> <li>• Anticipates and assesses shifts in the environment and ensures contingency plans are in place</li> <li>• Ensures that program risks are managed and strategies are in place to respond to variance</li> </ul>

		<ul style="list-style-type: none"> <li>• Implements systems for monitoring and evaluating effective program and project management</li> </ul>
<b>Relationships</b>		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of the interests and needs of customers and the community</li> <li>• Takes responsibility for delivering quality customer- focused services</li> <li>• Listens to customer and community needs and ensures responsiveness</li> <li>• Builds relationships with customers and identifies improvements to services</li> <li>• Finds opportunities to work with internal and external stakeholders to implement improvements to customer services</li> </ul>

\* 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.

### Essential Experience

- Proven experience in leading teams, fostering camaraderie, and helping team members succeed through effective coaching, mentoring, and development.
- Minimum 5 years experience in leadership roles within a contact centre environment

- Demonstrated ability to proactively identify areas for improvement and drive change, with strong interpersonal skills and experience in planning, organising.
- Skilled in forecasting and rostering, with a good working knowledge of the drivers that enable contact centre and front facing service delivery to meet SLAs, KPIs and ensure a positive service experience.
- Extensive experience managing in-bound Customer Service driven multi-channel Contact Centre (calls, email, digital, chat) and counter facing services.
- Understanding of IT systems and Telephony.
- High level business writing skills.
- Knowledge of Local Government policies and procedures will be highly regarded.

## Desirable Qualifications and or Experience

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 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"/>