

Position Title	Customer Service Officer
Department	Community Services
Unit	Customer Experience and Recreation
Team	Customer Services
Supervises	n/a
Reports To	Team Leader Customer Services
Grade Range	D
Date Prepared	29/09/2020
Date Last Updated	29/09/2020

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

Council's Customer Service Centre is the first and central point of contact for all transactions, customer service requests and information related to Council's assets and services. The Customer Service Team provide interaction via telephone and face-to-face contact with residents, local business persons and others wishing to obtain information or arrange action relating to a wide range of council functions, facilities and services.

The Customer Service Counter provide face-to-face contact for enquiries and financial receipting whilst the Call Centre processes an average of 800 inbound calls per day (including the switchboard function).

Accountabilities

- To deliver quality customer service and project a positive image of Council.
- To provide accurate information and resolve customer enquiries and issues on the full range of Council's services through personal attention or referral to specialist staff as necessary.
- To represent Council in a professional and courteous manner.
- Serve as first point of contact for customer enquiries, transaction and action requests, ensuring service standards and performance objectives are achieved.
- Effectively deal with an extensive range of enquiry subjects in an environment that can be fast-paced, challenging and sometimes confronting with a need to occasionally deal with customers who may be difficult or whose demands may be considered excessive.
- Register and respond to customer action requests, enquiries and transactions (Counter and Call Centre) in a professional, accurate and efficient manner.
- Escalate customer action requests, enquiries and transactions as appropriate, to other corporate or operational areas for response.
- Achieve the highest level of courtesy and professionalism in the way Council receives, manages and responds to customer action requests, enquiries and transactions.
- Help promote and foster a strong sense of commitment to customer satisfaction throughout Council's operations.
- Maintain and enhance communication and professional relationships with other Council business units.
- Ensure personal presentation is professional at all times, including abiding by Council's Uniform Policy.
- Participate in prescribed training programs and seek opportunities to remain knowledgeable of current practices, policies and procedures relating to Council services.

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 – Council Officer

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

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
Personal Character		
Lead Self	Adept	<ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
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		
Deliver Results	Intermediate	<ul style="list-style-type: none"> • Takes the initiative to progress own and teamwork tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget

Resources		
Technology and Information	Intermediate	<ul style="list-style-type: none"> Shows confidence in using core office software and other computer applications Makes effective use of records, information and knowledge management systems Supports the introduction of new technologies to improve efficiency and effectiveness

* 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 General Manager.

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

- Certificate III in Customer Contact or equivalent Customer Service experience

Essential Experience

- Experience in a customer service role in face to face and/or call centre environments.
- Experience in managing customer relationships.
- Computer literacy skills.
- Knowledge of Local Government functions and responsibilities.
- Knowledge of Canterbury-Bankstown LGA, including geography, activities and services.
- Skills in a language other than English

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: No Licence Required	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>