

Position Title	Senior Customer Experience and Support Officer
Department	City Assets
Unit	City Assets
Team	City Assets Support Services
Supervises	
Reports To	Team Leader City Assets Support Services
Grade	F
Date Prepared	20/10/2023
Date Last Updated	20/10/2023

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

This position will provide both Administration and Customer Support Services across the City Assets Department by collaborating with teams across all Units within the Department and will assist with the day to day operations to provide a seamless service to our internal and external customers. In addition to this, this position will be responsible for the development and implementation of training and a business improvement function to support the wider team.

Accountabilities






- **Supporting our Customers**
 - Respond to and resolve customer service requests as required including follow up and closure
 - Resolving Customer, Councillor and MP requests by coordinating investigations to action and respond to requests through written correspondence including follow up and closure.
 - Respond to and resolve customer service requests as required including follow up and closure
 - Communicate effectively with the community, customer base and other stakeholders
- **Supporting the Business**
 - Work with other team members to assist them in process improvement, training and implementation of technology
 - Complete the purchase requisition process including raising purchase orders and processing
 - Responding to internal inquires from Departments across the Organisations and referring them to the relevant team that can assist with their query.
 - Assist with timesheet entries for business units and ensure they are sent through to Payroll for processing.
 - Provide secretariat support to the Traffic Committee
 - Prepare correspondence and reports (including Council Reports) as required/directed.
- **Supporting each other**
 - Supporting the Team Leader in their function and scope.
 - Share learnings, raise issues and concerns and actively contribute to identification, development and implementation of business and process improvement initiatives.
 - Optimise available technology to improve service delivery
 - Keep up to date with industry legislation, programs and resources and share knowledge with team.

- Analyse and evaluate service improvement requests or ideas, monitor and evaluate performance towards Unit goals and objectives.
- Actively participate in regular team meetings with other team members and represent the team at internal and external meetings and functions as required

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 – Senior Technical/ Professional Specialist

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	Adept
	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	Advanced
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	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
Resources		
Technology and Information	Adept	<ul style="list-style-type: none"> • Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately
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 • 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

Results		
Innovate and Improve	Advanced	<ul style="list-style-type: none"> • Encourages independent thinking and new ideas from others • Draws on developments and trends in the industry and beyond to develop solutions • Supports experimentation and rapid prototyping to test and refine innovative solutions • Develops/champions innovative solutions with long standing, organisation-wide impact • Explores creative alternatives to improve management systems, processes and • Contributes own knowledge and experience to staff training and development sessions

* 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

- Relevant qualifications or demonstrated experience in office administration
- Class C Drivers License

Essential Experience

- Minimum of 5 years' experience in an administrative support role
- Demonstrate an exceptional level of customer experience
- Highly developed level of communication skills, both written and oral
- Demonstrated report writing and correspondence writing skills
- Demonstrated ability to provide training and support to a Team

- Demonstrated ability to develop innovative solutions to solve problems
- Highly developed organisational and time management skills.
- Ability to work as part of a team and autonomously.
- Able to observe strict confidentiality in respect of services provided.
- Able to work under changing priorities.
- Demonstrated ability to learn the functions of a department and use a platform for personal development
- Demonstrated ability to monitor and prioritise workload and work to tight deadlines.
- Sound knowledge and understanding of Microsoft Products including Dynamics, Word, Excel and other Window Programs.
- Sound knowledge and understanding of pathways, SAP, iShare and InfoCouncil and the ability to learn other applications as required.

Desirable Qualifications and or Experience

- Knowledge of State, Federal and Local Government activities and responsibilities.

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 type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>