

Position Description

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| Position: | Customer Service Officer |
| Incumbent: | Vacant |
| Key Result Area: | Organisational Improvement |
| Classification: | Band 4 |
| Award name: | Victorian Local Authorities Award 2001 varied by the Towong Shire Council Enterprise Agreement 2018 |
| Employment term: | Permanent |
| Employment type: | Part time |
| Location: | Tallangatta and Corryong Customer Service Centres |
| Reports to: | Team Leader Customer Service |
| Supervises: | Nil |
| Approved by: | Chief Executive Officer |
| Date approved: | November 2023 |
| Document type: | Position Description |
| Reference: | Personnel |

POSITION OBJECTIVES

- Demonstrate positive and supportive behaviours, consistent with Council's values, towards all staff, contractors and Councillors.
- Promote the Towong Shire as a customer-focused organisation at all times by ensuring that all visitors and customers are dealt with efficiently, courteously and in accordance with Council's policies and procedures.
- Support the continual improvement of the quality of service and operating systems of the Customer Service Department and Council.
- Embrace innovation, technology and sustainability in delivering the objectives and key responsibilities of the role.

KEY RESPONSIBILITIES

- Be the first point of contact for Council, providing accurate and timely information to the community with a view to providing first-time resolution for all queries received.
- Deliver customer-focused, accurate and timely information/resolutions in easy-to-understand language via telephone, face-to-face and online enquiries.
- Provide a high level of discretion, diplomacy and judgment in responding to inquiries from residents and Council staff.
- Ensure service standards are provided in accordance with Council's policies and procedures.

- Ensure workspace, kitchen, meeting rooms and the reception area is maintained in a clean and tidy condition at all times, and that public access materials, notices and resources are maintained and easily accessible.
- Build strong relationships across departments, bring new ideas to the table for enhancing systems and processes and suggest ways to make each interaction '*a good customer experience*'.
- Report any difficulties pertaining to the delivery of service or any significant trends to the Team Leader Customer Service.
- When rostered undertake library duties including returns, reservations, queries, statistical data and internet bookings.
- Perform all cashiering, the preparation of cashier reports, daily summary of ledger allocations and bank deposit slips together with the reconciliation of cash/cheques to receipting totals.
- Ensure all monies received are accurately receipted, reconciled and banked daily.
- Under the direction of the Team Leader Customer Service, perform a broad range of administrative duties including support to other Council departments as required.

Other

- Fulfill any other duties as directed by the Team Leader Customer Service Officer that are reasonably within the limits of the employee's skills, competence and training.

SHARED ORGANISATIONAL RESPONSIBILITIES

Community Engagement & Customer Service

- Provide a high level of customer service consistent with Council values.
- Liaise with customers and council staff to establish and resolve issues of service provision and project delivery.
- Ensure all Customer requests are responded to in a timely manner and interactions recorded in the Customer Relationship management system.

Risk Management

- Ensure Council's Risk Management Policy and Procedures are observed and complied with at a personal level.
- Ensure compliance with the Information Privacy Act 2000 and treat all information of a sensitive nature concerning the business of Council, ratepayers or residents in a professional and confidential manner.
- Report on any matter that may have a potential risk exposure to the organisation, fellow employees, contractors, or the public.
- Maintain confidentiality when performing the duties of the position and in liaising with internal officers, outside organisations, and customers.
- Create and capture full and accurate records of your work-related decisions and activities in the Corporate Management System.

Occupational Health and Safety

- Ensure Council's Occupational Health and Safety Policy and Procedures are observed and complied with at a personal level.
- Ensure that no actions taken by the officer interfere with or place at risk the health and safety of any person at the workplace.
- Participate in programs designed to monitor and protect the health of staff in their workplace.

Emergency Management

- Actively participate in and contribute to Council's Emergency Management processes, training and response as outlined in the Municipal Emergency Management Plan.

Additional Factors

- This position will require you to work at various locations within the Towong Shire.

POSITION CAPABILITIES

Accountability and Extent of Authority

- Under the guidance of the Team Leader Customer Service Officer, authority is extended to decision and policy making within areas managed not requiring a direct Council resolution, within the constraints of the Council Plan, policy and delegations, statutory obligations and budget.
- The incumbent is expected to exercise discretion within standard practices and processes.

Judgment and Decision Making Skills

- Judgement and decision making is required within the accountability and extent of the authority of this position. Objectives are well defined, but the method must be selected from a range of available alternatives.
- Ability to work with limited supervision.
- Responsible approach to answering queries and serving the public.

Specialist Skills and Knowledge

- Knowledge of and ability to effectively use relevant technology equipment, systems and applications relating to key responsibilities.
- Excellent working knowledge of Microsoft Office.
- Working knowledge of Local Government together with knowledge of operational practices and current activities of Council would be highly regarded.

Management Skills

- Ability to plan one's own work, to set objectives in the most efficient way possible within the resources available and within a set timetable.

Interpersonal Skills

- Well developed written and oral skills ensuring consistency and clarity of advice.
- Ability to work as a team member and maintain effective communication with staff.
- Ability to communicate within all levels of Council, community and external stakeholders and agencies to gain co-operation to achieve work outcomes.

Qualifications and Experience

- Substantial experience in a customer focused and/or an administrative role.
- Previous experience within Local Government is desirable.
- Successful completion of VCE or equivalent.
- Current driver's licence is required.

KEY SELECTION CRITERIA

1. Demonstrated skills and experience in a customer service role preferably in Local Government or in another relevant setting.
2. Advanced level of multitasking, time management skills and the ability to deal with challenging situations via a range of contact channels: phone, face-to-face and email.
3. Demonstrated high quality communication, presentation and writing skills including up to date knowledge of computer programs and office equipment.
4. A high willingness to learn all aspects of the role, including cash and eftpos payments, form processing and hands on library duties.

PHYSICAL WORKING CONDITION

| Type of Hazard | Frequency | | | | | |
|--|-----------|---|---------|---|-------|---|
| | Rarely | | Regular | | Often | |
| | 1 | 2 | 3 | 4 | 5 | 6 |
| Noise eg. Chainsaw | x | | | | | |
| Manual Handling eg. Lifting | x | | | | | |
| Operation of heavy machinery eg. tractor | x | | | | | |
| Confined spaces eg. sewerage lines | x | | | | | |
| Hazardous substances eg. herbicide | x | | | | | |
| Heat and exposure eg. outdoors | x | | | | | |
| Isolation eg. tip supervision | x | | | | | |
| Sedentary eg. computer operation | | | | | | x |
| Dusty environment eg. Quarry | x | | | | | |

Key: Rarely: once monthly for say ½ hour
 Regularly: once weekly for say 1 - 2 hours
 Often: once daily for say at least 3 hours

This position description has been approved by the Chief Executive Officer.

Juliana Phelps

Chief Executive Officer
 Date: 30 November 2023

Acceptance of position description

I,, have read and accept the conditions of the Customer Service Officer Position Description outlined above and agree to abide by Towong Shire Council policies and procedures.

I understand that any information I have given in my application for employment, or any statement found to be deliberately misleading, or any information that has been omitted will make me liable for dismissal.

Signature:

Date: