

Position Description

Position:	Team Leader Customer Service
Incumbent:	Vacant
Key Result Area:	Organisational Improvement
Classification:	Band 6
Agreement name:	Towong Shire Council Enterprise Agreement 2018, which incorporates the Victorian Local Authorities Award 2001 (VLAA 2001) and the Nurses (ANMF – Victorian Local Government) Award 2015
Employment term:	Permanent
Employment type:	Full-time (or part-time by negotiation)
Worksite location:	Tallangatta
Reports to:	Manager People and Customer
Supervises:	Senior Customer Service Officers / Customer Service Officers
Approved by:	Chief Executive Officer
Date approved:	October 2024
Document type:	Position Description
Reference:	Personnel

POSITION OBJECTIVES

- Demonstrate positive and supportive behaviours, consistent with Towong Shire Council's values, towards all staff, contractors, and Councillors.
- Embrace innovation, technology, and sustainability in delivering the objectives and key responsibilities of the role.
- Lead Council's Customer Service team ensuring a strategic and planned approach to customer service systems, procedures and standards to enhance customer experience.
- Coordinate the day-to-day Customer Service functions in an efficient and professional manner, ensuring the best and most effective use of Customer Service staff.
- Coordinate and continuously improve the standards of customer service and the customer experience delivered across Council.

KEY RESPONSIBILITIES

- Lead the Customer Service team to ensure the delivery of consistent and quality customer focused services where customers are dealt with promptly, politely, efficiently and effectively.
- Respond to and ensure the resolution of difficult and escalated customer service issues and complaints liaising with the appropriate delivery department as required.
- Continuously review business and administrative processes including SOPs and internal Service Level Agreements to maximise efficiency and customer experience.
- Oversee, monitor and continuously review the Customer Service Request (CRM) system to support all of Council's functions and delivery of services including reporting, monitoring and feedback.

- Ensure internal changes, updated information and procedures are quickly and accurately communicated to the Customer Service Team, and updates to supporting systems rolled out.
- Provide statistical analysis and interpretation on customer experience key performance indicators and analyse information, identify problems and recommend the best fit solutions.
- Oversee cashiering functions for the receipting, reconciling and banking of all payments and monies received, in compliance with Council's policies and procedures.
- Manage and monitor effective customer complaint handling and complaint resolution processes, in accordance with policy and procedures.
- Monitor and review the after-hours service arrangements to ensure continuity of customer experience.

People Management

- Provide leadership and management to direct reports to support their continued development and learning.
- Conduct regular 1:1's, periodic workplans, and annual reviews with direct reports in line with Council's Enterprise Agreement, policies and procedures, ensuring individual and organisational objectives have been met.
- Ensure staff have a full understanding of their roles and responsibilities under Council policies relevant to them.

SHARED ORGANISATIONAL RESPONSIBILITIES

Customer Service and Community Engagement

- 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 the Risk Management Policy and procedures are observed and complied with at a personal level.
- Ensure compliance with the Privacy and Data Protection Act 2014 (Vic) and treat all information of a sensitive nature concerning the business of Council, ratepayers or residents in a professional and confidential manner.
- Maintain confidentiality when performing the duties of the position and in liaising with internal officers, outside organisations, and customers.
- Create and keep accurate and complete records of business activities and decision-making in Council's Corporate Record Management System and in accordance with the Public Records Act 1973.
- Observe all appropriate Council policies and procedures regarding day-to-day conduct, including the Code of Conduct.
- Ensure compliance with relevant legislation, regulations, and codes of practice.
- Ensure that behaviours and actions are consistent with Victorian Child Safe Standards and related legislation.

Occupational Health and Safety

- Ensure the 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.
- At times the incumbent may be asked to assist in Council's emergency management operations, within reason.

Other Duties

- Fulfill any other duties as directed by Manager People and Customer that are reasonably within the limits of the employee's skills, competence and training.
- Identify and recommend opportunities to continually improve Council's processes, systems, and service levels. if applicable.

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 Manager People and Customer, work is governed by clear objectives and/or budgets with regular reporting mechanisms to ensure adherence to goals and objectives.
- Provide specialist advice.
- Provide formal input into policy development relevant to area of expertise.

Judgement and decision making

- Ability to develop and improve specialised methods, procedures and process based on previous experience to achieve objectives of the position.
- Ability to solve problems, using creative and innovative ideas to resolve complex or technical problems not previously experienced.

Specialist knowledge and skills

- An understanding of the technology, procedures, and processes relevant to the position and those used within the department.
- Ability to interpret, understand and apply the underlying principles of legislation, regulations, policies, and procedures relevant to the position and/or department.
- An understanding of the function of the position and the long term goals of the department and its context within the wider organisations.
- An understanding of policies relevant to the department and wider organisation.
- Familiarity with budgeting techniques

- Sound knowledge and understanding of the government sector including relevant legislation would be highly regarded.
- Highly developed administrative computer skills including spreadsheets, databases, records management systems, corporate systems and other software.

Management skills

- Skills in managing time, setting priorities, planning and organising one's own work and those of other employees as required, to meet set objectives in an effective and efficient manner.
- Assist with providing guidance, advice, and training on routine technical, procedural or administrative matters, as required.
- Understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

Interpersonal skills

- Ability to gain co-operation and assistance from members of the public and other employees in the performance of defined activities relevant to the position.
- Ability to liaise with counterparts in other organisations to discuss specialist matters and with other employees within the organisation to resolve intra-organisational problems.
- Strong oral and written communication skills with the ability to write reports and/or external correspondence.

Qualifications and experience

- Tertiary qualification in a Customer Service or business management discipline or extensive experience in a customer service environment.
- Experience in delivering information and advice including handling multiple and varied transactions across multiple platforms.
- Experience in supervising, motivating and developing staff.
- Current driver licence is required.

KEY SELECTION CRITERIA

1. Demonstrated knowledge and understanding of customer service principles with experience in delivering excellent customer service in local government or similar setting.
2. Demonstrated experience in leading, managing and supporting a team of customer service representatives.
3. Extensive digital and administration skills, with experience in customer request management systems, telephone systems and databases.
4. Excellent oral and interpersonal communication skills, including the ability to deal with issues using sensitivity and discretion and to present an appropriate image for the organisation.
5. Demonstrated experience in monitoring customer service standards and data through the preparation of internal and external reports.

Physical Working Conditions

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: 29 October 2024

Acceptance of position description

I,, have read and accept the conditions of the Team Leader Customer Service 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: _____