POSITION DESCRIPTION
Customer Service Officer

POSITION TITLE: Customer Service Officer
POSITION NUMBER: 330
POSITION STATUS: Full-time
LEVEL: LEVEL 3
REPORTING TO: Coordinator Customer Service & Events
LOCATION: Civic Centre
SPECIAL CONDITIONS: This position may require attendance for out of hours requests to meet organisational demands when agreed between all parties and as directed by the Manager Community Engagement.

A Police Clearance is required to be maintained with this position and held current every three (3) years.

Current driver’s licence is of benefit but not essential.

POSITION OBJECTIVES:

The primary function of this role is to ensure customer service requests and payments are actioned, processed and recorded accurately and in a timely manner at the front counter and call centre. This role also involves administrative tasks and support to the Customer Service Team.
# KEY RESPONSIBILITIES

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<thead>
<tr>
<th>KEY AREA</th>
<th>KEY TASKS</th>
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<tr>
<td><strong>Business Plan Focus Area – Systems and Processes</strong></td>
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<tr>
<td><strong>Customer Service</strong></td>
<td>• Complete customer requests and payments received via the call centre, front counter or mail in a professional and timely manner&lt;br&gt;• Perform duties as a cashier, including balancing and end of day banking&lt;br&gt;• Deliver quality information and services face-to-face, telephone and email to both internal and external customers&lt;br&gt;• Liaise as required with staff from other departments to gain information and to resolve customer issues&lt;br&gt;• Process completed requests and monitor compliance with customer service standards&lt;br&gt;• Stay up to date of Council activities and services to provide timely and appropriate information to customers.&lt;br&gt;• Advise Team Leader or Manager of customer service trends and assist with proactive strategies to ensure best practice customer service&lt;br&gt;• Adhere to Customer Service standards, principles and policies&lt;br&gt;• Greet and attend to sales representatives and goods delivered to the Civic Centre</td>
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<td><strong>Administration</strong></td>
<td>• Proactively assist in the completion of data entry as directed/requested based on current procedures and deadlines&lt;br&gt;• Maintain and update information/data on the Knowledge Base&lt;br&gt;• Assist in the implementation and processing of projects&lt;br&gt;• Provide support and accurate and timely responses to requests for information both written and verbal&lt;br&gt;• Monitor procedures to improve performance in administrative and workflow processes in conjunction with the customer service team and system requirements&lt;br&gt;• Capture statistics and prepare reports as directed by the Manager or Team Leader&lt;br&gt;• Provide back-up assistance to Team Leader Customer Service and Manager Community Engagement where requested&lt;br&gt;• Responsible and accountable for adequately managing the official records he/she creates and receives according to relevant legislation, polices and procedures</td>
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<td><strong>General</strong></td>
<td>• Support and adhere to Council’s policies and procedures, code of conduct and relevant acts&lt;br&gt;• Assist in the achievement of agreed outcomes consistent with department business plans and budgets&lt;br&gt;• Perform any other duties as directed&lt;br&gt;• Promote and project Council’s commitment as a Customer First organisation&lt;br&gt;• Help to create a sustainable Burnside by focusing on all work practices and their environmental impact.</td>
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<td><strong>Work Health &amp; Safety, EEO &amp; Disability Discrimination policies</strong></td>
<td>• Adhere to defined work health and safety policies and procedures related to the tasks and activities being undertaken in order to ensure own safety and that of others in the workplace.&lt;br&gt;• Compliance with EEO and DDA legislations and Council policies</td>
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<tr>
<td><strong>Business Plan Focus Area – Assets and Finance</strong></td>
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<tr>
<td><strong>Budget</strong></td>
<td>• Operate within budget and resource constraints, monitoring and reporting as required by the Manager Community Engagement.&lt;br&gt;• Contribute in preparation of Department’s budget as it relates to role and associated activities.</td>
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KEY RESPONSIBILITIES- Cont:

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<td><strong>Business Plan Focus Area – People, Learning &amp; Growth</strong></td>
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| **Learning & Development** | • Support the Department by transferring knowledge and mentoring others as appropriate.  
• Participate and assist the Manager Community Engagement with PDR process.  
• Attendance at conferences, seminars, workshops and other training activities to maintain an awareness of trends and issues primarily relating to the position |

| **Business Plan Focus Area – Customer Service & Stakeholders** | |
| **Customer Service** | • Provide departmental support including counter service, answering telephone and email enquiries.  
• Promote and project Council’s commitment as a Customer focused organisation with adherence to Customer Service standards. |

**EXTENT OF AUTHORITY**
- Works under general direction and has the authority to act within established guidelines and procedures.
- Liaises with other, staff, public and clients.

**PEOPLE & CULTURE RESPONSIBILITIES**
The City of Burnside values its staff and is committed to the principles of our Corporate Values. As a Staff Member, you play a key role in demonstrating these standards and show integrity in your daily interactions with customers, your manager and colleagues.

**Caring & Supportive**
- Be understanding and supportive of the individual, “to look after each other”
- Be consistent and fair with the treatment of others

**Innovative & Creative**
- Have the enthusiasm, courage and support to implement something new and the opportunity to challenge current practice

**Transparent & Honest**
- Consistency, openness and integrity in decision making
- Be trusted to take responsibility and ownership for actions
- Use effective channels and systems for communication

**Enjoyment & Involvement**
- Work with staff who want to be there
- Share a laugh
- Celebrate achievements

**PERSON SPECIFICATION**

a) **Skills**
- Strong customer service focus and commitment to providing quality customer service with demonstrated ability to relate to people from various backgrounds.
- Communication and Interpersonal skills characterised by patience, clarity and empathy at a personal, written and telephone level.
- Ability to use tact, diplomacy and negotiating skills when handling difficult customers to achieve a positive outcome.
- Ability to develop and maintain positive working relationships with staff from other departments and work in conjunction with them to ensure smooth operation of Customer Service Centre.
- Ability to prepare draft letters, memos, meeting minutes and other correspondence.
- Organisation and time management skills to organise own work and work of others, to establish priorities and meet deadlines.
• Ability to maintain confidentiality at all times.
• Ability to work in an area with changing and sometimes conflicting priorities.
• Ability to maintain productive and efficient output in a busy work environment.
• Good listening skills and the ability to work under pressure.
• Numeracy skills, attention to detail and keyboard skills.
• Assist with staff training if required.

b) Knowledge
• Working knowledge of Council’s operations, services and facilities.
• Intermediate knowledge of Microsoft Office suite of products and working knowledge of Council’s corporate IT based applications.
• Knowledge of customer service principles and practices applicable to a “one stop shop” service area.
• The importance of workplace safety, responsibilities of the employer and employee.

c) Experience and/or Qualifications
• Qualifications in Business or Administration or related qualification
• Experience in a busy customer focused environment
• Experience in call centres
• Experience in cash handling
• Experience in administration/clerical role
• Experience in Local Government

d) Attributes
• High degree of personal integrity
• Deal with matters confidentially
• Promote a positive image for Council
• Able to work as member of a team
• Flexible work approach
• Attention to detail
• High regard towards continuous improvement and learning
• Positive attitude and outlook
• Work within a task rostered environment
• Ability to work without supervision and be self motivated
• Ability to multi-task working within given timeframes and constraints
• Commitment to the organisation

e) Training
• Where appropriate, attend conferences, seminars, workshops and other training activities, to maintain awareness of trends and issues as they relate to the position.

ACKNOWLEDGEMENT AND APPROVAL

Last Updated: May 2012

Employee Name: ____________________________________________

Signature: ____________________________________________ Date: / /

Manager/Supervisor: ____________________________________________ Date: / /

General Manager: ____________________________________________ Date: / /