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| Job title: Customer Service Officer | |
| Classification: Band 4 | Effective Date: January 2024 |
| Reports to: Customer Service Team Leader | Tenure: Permanent |

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



Excellent Customer Experience and Service Delivery



Great Organisational Culture



Innovation and Continuous Improvement



Good Governance and Integrity



Long Term Financial Sustainability

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

The primary objective of role is to provide exceptional and responsive service to residents, businesses, and all customers. The position is responsible for fostering positive interactions to create great customer experiences, with a focus on responsiveness, reliability, and resolution.

Key Responsibilities

Position Specific Responsibilities

- Provide accurate and timely advice in response to a broad range of customer enquiries, including in person, via telephone, written and digital channels;
- Maintain a professional and courteous approach, displaying genuine care and empathy.
- Resolve customer queries through effective questioning, negotiation, and conflict management.
- Provide accurate, timely and courteous information and assistance to customers in all aspects of Council operations.
- Maintain confidentiality of Council information and the privacy of customers
- Undertake cashiering and administrative tasks with the highest standards of accuracy, integrity and compliance with relevant policies and procedures;
- Participate in the training and guidance of new employees as required;

Systems and Technology

- Accurately record and track progress of customer enquiries and requests for service through relevant IT systems; and
- Actively review, contribute, and provide updates to Council's customer knowledge base as required.

Corporate Responsibilities

- Follow all Council policies and procedures
- Model high standards of behaviour consistent with organisational values
- Understand and follow the Risk Management Policy and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Accountability and extent of authority

Budget: Nil

Staff responsibility: Nil

Accountability:

- Provide high quality information and support to clients and/or internal colleagues;
- Perform duties in accordance with established standards, procedures, guidelines, but with scope to exercise discretion in the application those established standards.

Judgement and decision making

- Provide advice to customers based on information provided and undertake administrative tasks within established procedures.
- Seek advice on unusual or unfamiliar matters; and make improvement suggestions where there's an opportunity.
- Make sound judgement on any potential escalated matters and call for appropriate assistance when required.

Specialist knowledge and skills

- Demonstrated experience in providing direct customer service, including de-escalation, providing timely and accurate advice and ability to follow through all enquiries effectively and efficiently.
- Demonstrated ability to provide customer-focused service, consistent with Council's values and behaviours.
- Demonstrated ability to reliably and accurately complete administrative tasks in a range of systems and applications, consistent with procedures and workflows.

Management skills

- Demonstrated ability to manage your time, plan and organise your work to meet deadlines or targets, or seek support when required.
- Support and assist other employees, including newer employees, assisting with on-the-job training and development of others.
- Ability to contribute to improvements and to exercise initiative and find solutions to problems.

Inter-personal skills

- Demonstrated ability to maintain a professional and courteous approach, displaying genuine care and empathy;

- Ability to gain cooperation and assistance from clients, members of the public and other employees in the facilitation and resolution of well-defined activities;
- Excellent verbal communications skills to enable understanding of client needs and identify the appropriate advice/resolution of such;
- Responsive approach to customer service through the provision of clear and concise information in a professional manner; and
- Sound written communication skills to enable the preparation of routine correspondence and reports as required.
- Develop positive and collaborative working relationships with other business teams of Council to achieve positive outcomes for our customers

Qualifications and experience

- Demonstrated experience within high volume contact centre and/or face-to-face environments.
- Strong computer skills including experience in using a contact centre systems (telephony), including customer management or request tracking systems
- Demonstrated experience and accuracy in delivery of information and advice across various channels in a high-volume environment;
- Experience working in an administrative environment with a strong customer and team focus
- Satisfactory National Criminal History Check; and
- Working with Children Check.

Key Selection Criteria

1. Demonstrated customer service skills including problem solving, de-escalation and commitment to providing customer-centric service.
2. Demonstrated ability to utilise customer service and contact centre software applications including Telephony, Knowledge Management, Customer Management/Request systems
3. Demonstrated capacity to contribute and adapt to change, with a view to continuous improvement.
4. Excellent verbal and written communication skills, including demonstrated ability to provide accurate information;
5. Ability to organise own work and prioritise tasks to meet deadlines and maintain high productivity;

Other skills and attributes

- The ability to quickly learn and apply the Whitehorse CARES Commitment, including its principles and behaviours;
- On occasion, and by pre-arrangement, you may be required to attend meetings outside standard hours of work;
- You may be required to work at various locations across Whitehorse, from time to time.

Highly regarded (not mandatory) requirements

- Proficiency in a language other than English, relevant to the community of Whitehorse is highly desirable
- Flexible availability to be rostered for 7.6 hour days, between the hours of Monday to Friday 7:00am and 5:30pm;
- Previous experience working in Local Government;

Physical, Cognitive, Psychosocial and Functional Requirements

This is an office-based role. It requires the use of computers and other office equipment. Reasonable adjustments are available.

This role involves contact with members of the community, including those with complaints. They may be experiencing heightened emotion or frustration or may face communication barriers due to language background or disability.

This role requires the ability to remain calm, patient and de-escalate situations where possible. It requires recognition of these challenges, the ability to debrief, seek support when appropriate and demonstrate resilience.

Strong support is available and employees are not expected to tolerate occupational violence or harassment.

Candidates requiring adjustments to participate in an interview or selection process are invited to contact the Recruitment Manager to discuss in confidence.

Physical Requirements

| Physical Functional Demand | Specific Physical Job Tasks | Frequency/Duration of performance of task per day | Comments |
|---|-----------------------------|--|----------|
| Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist to work at low levels. | NIL | Sitting at desk at times throughout the day | |
| Hand/Arm Movement Tasks involve use of hand/arms | NIL | Sitting at desk and using keyboard and mouse | |
| Bending/Twisting Tasks involve forward or backward bending or twisting at the waist. | NIL | | |
| Standing Tasks involve standing in an upright position | NIL | Standing at desk at times throughout the day | |
| Reaching Tasks involve reaching above head, and above and equal to shoulder height | NIL | | |
| Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects | NIL | | |
| Lifting/Carrying Tasks involve raising, lowering, and moving objects from one level position to another | NIL | | |
| Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body | NIL | | |
| Keyboard Duties Tasks involve sitting at workstation and using computer. | No | Daily keyboard duties | |
| Satisfactory Vision Standard of vision required equal to that required for driver's licence | NIL | | |