

<b>Job title:</b> Customer Service Officer	
<b>Classification:</b> Band 4	<b>Effective Date:</b> January 2023
<b>Reports to:</b> Senior Customer Service Officer	<b>Tenure:</b> Permanent/Temporary/Casual/Sessional

### 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 position is responsible for responding to enquiries and requests for service, with excellent customer-focused service and a focus on responsiveness, reliability and resolution.

## Key Selection Criteria

### Selection Criteria:

1. Demonstrated customer service skills including de-escalation and commitment to providing customer-centric service.
2. Demonstrated capacity to contribute and adapt to change, with a view to continuous improvement.
3. Excellent verbal and written communication skills, including demonstrated ability to provide accurate information;
4. Ability to organise own work and prioritise tasks to meet deadlines and maintain high productivity;
5. Ability to use a variety of IT systems and quickly learn new systems, including the ability to undertake some independent trouble-shooting; and
6. Commitment to organisational values and behaviours, especially the Whitehorse CARES principles and behaviours.

## 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;
- 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;
- Accurately record and track progress of customer enquiries and requests for service through relevant IT systems; and
- Other duties 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.

### **Key Relationships**

- The position will usually report through their Senior Customer Service Officer to the Coordinator, Customer Service Operations
- The position may be redeployed into similar roles across the organisation as required
- The position will maintain professional relationships with all internal and external stakeholders including all Whitehorse City Council Councillors, colleagues, members of the community, service providers, contractors and other authorities.

### **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.

### **Specialist knowledge and skills**

- Demonstrated experience in providing direct customer service, including de-escalation and providing timely and accurate advice.

- 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, by providing guidance and training on routine procedural or administrative tasks.  
Ability to contribute to improvements in processes and procedures for efficiency or better customer outcomes.

### 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.

### Qualifications and experience

- Previous experience in a customer-facing environment;
- Demonstrated experience and accuracy in delivery of information and advice across various channels in a high-volume environment;
- Ability to operate a VOIP based telecommunications system;
- Strong computer skills including the ability to quickly acquire new IT skills and use new systems, with appropriate training and support.
- Satisfactory National Criminal History Check; and
- Working with Children Check.

### Other skills and attributes

- Attention to detail;

- Ability to work independently and as part of a team;
- 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**

- Chinese language skills
- 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.**

### **Mandatory Personal Protective Equipment:**

- May be required at times.