

WHITEHORSE CITY COUNCIL

Position description

Job title: Manager Customer Service	
Classification: Senior Officer	Effective Date: October 2023
Reports to: Director Corporate Services	Tenure: Temporary – until 30 Dec 2026

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 provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our 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.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive, and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Directorate / Departmental Overview

The Customer Service department comprises of three streams:

- Customer Service Operational
- Customer Case Management and Complaint Handling
- Reporting and Improvement

The Customer Service Department is one of six departments within the Corporate Services Directorate being:

- People and Culture
- Finance
- Strategic Communications and Marketing
- Governance and Integrity
- Organisational Technology
- Customer Service

Our Leaders

- Are results-focussed and driven towards the success of our community.
- Demonstrate a genuine interest in community, people and teams.
- Are brave enough to try new things and vulnerable enough maintain a growth mindset and are eager to learn.
- Encourage and demonstrate true cross-organisational collaboration.
- Are agile and lead the organisation through the principles of transformation, change and innovation.
- Are relationship builders. They take an engagement approach and help lead the way for all others to engage.
- They are trusted by our Community and our People.
- Visionaries around desired future state and orchestrate alignment
- Make astute decisions that are future-focussed and maintain our long-term sustainability.
- Are change leaders who build resilience and support teams through change
- Form part of the Senior Leadership Team (SLT) and must foster strong collaborative working relationships.

Goal Statement

The Manager Customer Service is responsible for delivering exceptional service experiences to our diverse community while effectively managing and leading the Customer service team that manage Council's main contact channels.

The role is pivotal in enhancing customer satisfaction, ensuring the customer is at the centre of our service and to deliver a seamless, convenient, and empowering experience for all customers.

The role compels developing strategies and plans to orchestrate, harness focus and ensure organisational alignment around our fundamental Transformation principle.

This role will work collaboratively and is a close business partner of the Human Experience Team in the Transformation Directorate to improve the experience of our community and customers.

Key Responsibilities

Position Specific Responsibilities

1. Strategic Leadership

- Develop and implement customer service strategies that align with the council's objectives.
- Work across the organisation to influence, lead and manage customer relationships to fulfil Council's Vision
- Develop a cohesive roadmap for organisational alignment and discipline around our fundamental Transformation principles
- Set clear performance goals for the team and monitor progress towards achieving key performance indicators (KPIs).
- Set clear performance goals for the organisation and monitor progress towards achieving key performance indicators (KPIs).
- Foster a culture of continuous improvement by identifying areas for enhancement and implementing innovative solutions.
- Collaborate with leadership to design and execute change management plans for major organizational initiatives. Facilitate workshops and training sessions to build change readiness among employees.
- Execute outcomes and recommendations from Service Review roadmap
- Develop strong Councillor relationships and reporting framework

2. Team Management

- Recruit, train, and mentor customer service representatives to ensure a high-performing team.
- Provide regular feedback and performance evaluations to enhance staff development and motivation.
- Manage resource allocation to meet service demands efficiently.
- Bring a new Customer Service Leadership team together and team structure.
- Establish new ways of working whilst ensuring customer experience excellence.

3. Customer Engagement and Insights

- Act as a liaison between residents and Council, ensuring effective communication and conflict resolution.

- Monitor customer feedback and analyse data to identify trends and opportunities for improvement.
- Handle complex and escalated customer service issues.
- Implement customer-centric initiatives to enhance overall satisfaction and engagement.
- Use data-driven insights to identify areas for improvement and track performance against established KPIs and inform decision-making.
- Working in collaboration with the Senior Leadership Team (SLT) to optimise their understanding and commitment to the provision of services, which are evidence based and supported by customer analytics to achieve an optimal customer experience.
- Prepare regular reports for council, leadership team and stakeholders.

4. Quality Assurance and Training

- Develop and implement quality assurance programs to maintain service excellence.
- Provide training and professional development opportunities to staff members.
- Stay updated on industry trends, best practices, and emerging technologies in customer service.

Corporate Responsibilities

- Ensure collaboration and input from all relevant Directorates and staff to deliver effective and efficient services to the community.
- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Accountability and Extent of Authority

Budget: The position is responsible for the departmental budget.

Staff responsibility: This position is responsible for the management and leadership of the Customer Service Team.

Judgement and Decision Making

- Evaluate complex situations and prioritise tasks to meet customer needs effectively.
- Make informed decisions based on data analysis and assessment of potential outcomes.
- Exercise sound judgment when handling escalated customer inquiries or complaints.
- Provide accurate and professional judgment in the review, application and maintenance of policies, procedures and activities.

Specialist Knowledge and Skills

- Knowledge of customer service best practices and experience in implementing them
- Deep understanding in customer relationship management (CRM) software and customer service technologies
- Informed understanding of people and requirements of change management
- Budgetary and financial management skills.
- Demonstrated capability to understand organisational dynamics.
- Demonstrated commitment to innovation and improvement.
- Satisfactory National Criminal History Check
- Working with Children Check.

Qualifications and Experience

- Extensive experience in Customer service operations management across multiple channels
- Experience in customer experience development
- Relevant tertiary qualification(s) or postgraduate qualification in an appropriate discipline such as business, customer operations, or management or other relevant discipline.
- Excellent customer facing verbal, written and communication skills.
- Experience in the management diverse teams and professional disciplines in operational and strategic settings
- Demonstrated experience leading, managing, or contributing to the success of complex change and or continuous improvement initiatives.
- Demonstrated leadership experience with strong people and customer orientation.
- Strong knowledge of continuous improvement methodologies

Interpersonal Skills

- Excellent communication skills, both written and verbal.
- Ability to build rapport and maintain positive relationships with staff, residents, and stakeholders.
- Effective conflict resolution and negotiation skills.
- High level skills in promoting a learning culture.
- Driven, energetic and positive attitude to work.
- Possesses strong political acumen.
- Skilled in stakeholder management, change management and systems transformation.
- Ability to influence and embed an organisational culture that continuously strives to improve by encouraging, valuing, listening, and acting on customer feedback.
- Ability to influence and motivate individuals and teams at all levels of the organisation, while maintaining a people-centric approach.

Other technical skills

- Substantial knowledge of commercial and business principles and commitment to high quality and sustainable service.
- Ability to formulate and manage both high level strategic plans and associated operational budgets.
- Demonstrated capacity to ensure that service units are efficient, collaborative, operating within the principles of best practice and are customer driven.
- Ability to manage own time, set priorities, and achieve targets in the completion of a diverse range of activities and complete projects and budgets on time.
- Proficiency in working within tight deadlines with rapidly changing work priorities to meet deadlines.

Key Relationships:

The position is required to maintain professional relationships with:

- Customer Service team members
- Executive Leadership Team
- Senior Leadership Team
- Transformation Directorate, Human Experience team
- Members of the community
- Internal and external stakeholders
- Councillors

Management Skills

- Financial acumen and budget management skills
- Demonstrated capability to understand organisational dynamics
- Management of diverse teams and professional disciplines in operational and strategic settings.

- Senior level people management skills, coupled with evidence of strong leadership and motivational abilities.
- Lead, coach, develop and motivate the Customer Service Team, develop and create career opportunities and succession planning
- A proactive approach to issue resolution and capacity to create a culture of responsiveness.
- Produce high quality reports and discussion papers, make persuasive formal presentations and to represent Council in professional, organisational and community forums.

Key Selection Criteria:

1. Relevant tertiary qualification(s) in an appropriate discipline such as business, customer operations, or management or other relevant discipline will be highly regarded.
2. Demonstrated capacity to develop and implement program management with regards innovative solutions to service delivery, policy and resource allocation issues in an environment characterised by close public scrutiny and political sensitivity.
3. Demonstrated ability to influence and maintain positive relationships to improve customer experience aligned to organisational objectives.
4. Proven experience in change management, continuous improvement, and cultural transformation within a corporate environment.
5. Excellent knowledge of the latest industry trends and techniques in Customer service and experience.
6. A solid professional leader who demonstrates engaging and positive work behaviours with a genuine commitment to embedding the organisation's values within teams, including a high level of emotional intelligence, critical self-awareness, and sound judgment.

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		
Hand/Arm Movement Tasks involve use of hand/arms	NIL		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	NIL		
Standing Tasks involve standing in an upright position	NIL		
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		