

POSITION DESCRIPTION

Position Title	Customer Relations Officer
Position Number	27161
Division	Customer and Corporate Strategy
Branch	Corporate Performance and Customer Service
Grade	12
Special Requirements	Ability to work flexible hours (including weekend work) Ability to commence work at various customer contact locations Required to wear Council Corporate Uniform while on duty Drivers licence Justice of the Peace
Physical and Environmental Demands	
Authorities	As applicable and as delegated by the General Manager
Key Direction/s	Community information
Reporting Structure	
<pre> graph TD A[Manager Corporate Performance and Customer Service] --- B[Customer Service Coordinator] B --- C[Senior Customer Relations Officer x 2] C --- D[Customer Relations Officers x 18] style D fill:#0070C0,color:#fff </pre>	
Position Purpose	
To promote the positive and professional image of Council to the Community through the provision of quality customer service.	

Key Result Areas

- **Customer Service**
- **Corporate Core Values**

Key Duties & Responsibilities

Customer Service

- Provide high level customer service and technical advice across all the service centre functions, including the telephone contact centre and front counter in accordance with established service standards
- Demonstrate a high level knowledge of all Council's services and operations to ensure 80% first call resolution
- Present a positive image of Council which is professional and welcoming to all customers (internal and external)
- Ensure accurate, timely and detailed information is entered into the Customer Service Management System (CRM) to ensure it can be used for effective service delivery.
- Demonstrate commitment to fostering and participating in a positive Team environment including being flexible and adaptable to the changing needs of the team.
- Ensure all documentation submitted to Council, including development applications, approvals, requests and relevant fees are processed to the required standard to ensure a quality and efficient service to customers (both internal and external)
- Receive and process development and building services applications in accordance with Council policy, procedures and within agreed KPIs
- Proactively work with customers to resolve issues promptly and report customer feedback to the Team Leader/Manager as relevant
- Demonstrate advanced people and negotiation skills which lead to positive outcomes
- Ensure compliance with standards, policies and procedures of Council by participation in continuous learning to maintain currency of knowledge
- Provide accurate information on specific customer service inquiries across all of Council's services including but not limited to: burial plots, companion animals, waste management services, park bookings, maps and zoning instruments, rates, tree preservation orders
- Maintain familiarity with current planning matters and development applications on exhibition
- Perform cashiering duties including receipting, balancing, refunds and banking with 98% accuracy.
- Provide timely and efficient service to all internal and external customers and contacts
- Train and monitor staff and trainees in all aspects of the customer service role when required and act as a positive role model
- Ensure that the Customer Service area is maintained to a high standard, including any displays and/or noticeboards
- Act as the Contact Centre Concierge as required
- Provide assistance and input into Council policies and procedures to achieve best practice for both internal and external customers
- Learn and maintain knowledge of new technology which may be introduced into the Service Centre including maps, plans and computer systems
- Record statistics as requested by the Team Leader/Manager to assist in monitoring customer service standards and highlight opportunities for continuous improvement.
- Undertake Justice of the Peace duties as required
- Act in accordance with Council's Fraud and Corruption Prevention Policy and Plan at all times as Council will not tolerate fraudulent or corrupt practices by its own staff, contractors or others working for Council.

Corporate Core Values

- Continuously display Council's Corporate Core Values of Leadership, Innovation, Partnership, Commitment and Customer Focus

Performance Targets

- 80% First Contact Resolution
- 100% Customers offered a reference number on all CRMs created
- 80% Phone customers attended too within 20 seconds
- 100% of internal and external customer interactions are professional, courteous and welcoming
- 98% of all customer requests for information or service are completed accurately.
- 98% of all customers are provided with accurate and complete information on council processes/next steps

WHS Responsibility

- Implement, monitor and, or comply with Councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area
- Adequately familiarise and actively fulfil all WHS responsibilities as indicated in Council's WHS Roles and Responsibilities Matrix (attached)

Risk Management Responsibilities

- To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace.
- Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable
- Must be aware of operational and business risks. Particularly:
 - understand and adhere to the principles of Risk Management within their job role;
 - assist Managers and Team Leaders in identifying risks and risk treatments in their job role;
 - provide input into various risk management activities;
 - report all emerging risks, issues and incidents to their manager or appropriate officer; and follow Council policies and procedures.

Essential and Desirable Criteria

Essential

- Demonstrated experience in a customer service centre role (call centre or reception environment) and/or a Cert IV in Customer Service.
- Excellent communication, organisational skills and the ability to master new applications quickly
- Proven ability to work in a challenging, fast-paced team environment while maintaining a positive outlook
- High level data entry and computer literacy and ability to master new applications quickly
- Knowledge of Council functions and services with the ability to interpret legislation, policy and procedures
- Willingness to embrace change and identify opportunities for improvement
- Justice of the Peace qualification (or ability to obtain within six months of appointment)

Desirable

- Call centre experience with responsibility for first contact resolutions over a broad range of complex matters.

Prepared By	Team Leader Customer Relations
Date Prepared	April 2021
<p>I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.</p> <p>I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.</p>	
Employee Name:	
Employee Signature:	
Date:	



WHS Roles and Responsibilities

General Manager	Authority Level							WHS Responsibilities	Accountability Check		
	Director	Senior Manager	Grade 20 - 21	Grade 17 - 19	Grade 14 - 16	Grade 8 - 13	Grade 1 - 7		Yes	No	N/A
								As far as reasonably practicable ensure:			
✓								1. The health and safety of workers engaged or caused to be engaged by Council.			
✓								2. The health and safety of workers whose activities in carrying out work are influenced or directed by Council.			
✓								3. The health and safety of other persons is not put at risk from work carried out as part of the conduct of Council.			
✓	✓	✓	✓	✓	✓	✓		4. The provision and maintenance of a work environment without risks to health and safety.			
✓	✓	✓	✓	✓	✓	✓		5. The provision and maintenance of a safe place and structures.			
✓	✓	✓	✓	✓	✓	✓		6. The provision and maintenance of safe systems of work.			
✓	✓	✓	✓	✓	✓	✓	✓	7. The safe use, handling and storage of plant, structures and substances.			
✓	✓	✓	✓	✓	✓			8. The provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities.			
✓	✓	✓	✓	✓	✓	✓		9. The provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of Council.			
✓	✓	✓	✓	✓	✓	✓		10. The health of workers and the conditions at the workplace are monitored for preventing illness or injury of workers arising from the conduct of Council.			
✓	✓	✓	✓	✓	✓	✓	✓	11. Process for complying with any duty or obligation under the <i>Work Health and Safety Act 2011</i> and <i>Regulations 2017</i> .			
✓	✓	✓	✓	✓	✓			12. That any SafeWork notifiable incidents are reported to the regulator in accordance with the <i>Work Health and Safety Act 2011</i> and <i>Regulations 2017</i> .			

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	Director	Senior Manager	Grade 20 - 21	Grade 17 - 19	Grade 14 - 16	Grade 8 - 13	Grade 1 - 7		Yes	No	N/A
								As far as reasonably practicable ensure:			
✓	✓	✓	✓	✓	✓			13. Council upholds its commitment to all workers who have sustained a work-related injury in accordance with Legislative requirements.			
✓	✓	✓	✓	✓	✓	✓		14. Acquire and keep up-to-date knowledge of work health and safety matters			
✓	✓	✓						15. Ensure appropriate resources and processes are provided and used to enable hazards to be identified and risks to be eliminated or minimised.			
✓	✓							16. Accident/incident statistics for the Directorates are reviewed monthly.			
✓	✓	✓						17. The health and safety of workers engaged, or caused to be engaged, by Council is managed.			
✓	✓	✓	✓	✓				18. Safe plant and structures are provided and maintained.			
✓	✓	✓						19. Budgets include funds for WHS requirements, including (but not limited to) specialised safety training, safety equipment and health monitoring.			
		✓						20. Ensure risk management activities are fully implemented across their branch.			
		✓						22. Ensure all hazards and incidents are reported for their branch.			
		✓	✓	✓	✓	✓		23. Take remedial action for workers who are non-compliant with Council's WHS Management System.			
✓	✓	✓	✓	✓	✓	✓		24. Make recommendation for improvement of the WHS Management System and implement approved processes and procedures.			
		✓	✓	✓	✓			25. Provide transitional duties for injured workers as an integral part of the return to work process.			
✓	✓	✓	✓	✓	✓	✓		26. All proposed purchases comply with Council's Procurement Policy.			
		✓						27. Ensure all accidents and incidents are investigated and remedial actions are initiated in their branch.			
✓	✓	✓	✓	✓	✓	✓		28. The use of appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of Council.			

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								As far as reasonably practicable ensure:			
		✓	✓	✓	✓	✓		29. Ensure consultation and the dissemination of WHS information in their branch.			
✓	✓	✓	✓	✓	✓	✓	✓	30. Lead and be a role model in demonstrating positive safety behaviours in the workplace.			
		✓	✓	✓	✓	✓	✓	31. Monitor workers including contractors' work practices to ensure they comply with Council's Policies Procedures and legislative requirements.			
		✓	✓	✓	✓	✓	✓	32. Take reasonable care for health and safety of self and others including the implementation of risk control measures within their control to prevent injuries/illnesses.			
			✓	✓	✓	✓	✓	33. Advise managers of workers/contractors who are not engaging in safe work practices.			
		✓	✓	✓	✓	✓		34. Ensure team meetings include safety issues as a standard agenda item.			
		✓	✓	✓	✓	✓		35. Support workers on transitional duties whilst on return to work plans.			
			✓	✓	✓	✓	✓	36. Ensure WHS documentation is completed meeting document control requirements.			
✓	✓	✓	✓	✓	✓	✓	✓	37. Be fully aware of legislation which regulates their duties.			
		✓	✓	✓	✓	✓		38. Ensure, so far as is reasonably practicable, the provision of any information, training, instruction or supervision that is necessary to protect all persons from risk to their health and safety arising from work carried out by or on behalf of Council.			
			✓	✓	✓	✓	✓	39. Ensure equipment purchased is maintained and inspected.			
✓	✓	✓	✓	✓	✓			40. Gain an understanding of the nature of the operations of Council and generally of the hazards and risk associated with those operations.			
	✓	✓	✓	✓	✓	✓		41. Ensure, so far as is reasonably practicable, the provision of information, training, instruction and supervision that is necessary to protect all person.			
		✓	✓	✓	✓	✓		42. Ensure incidents/accidents are investigated, control measures are implemented, and corrective actions are closed out.			
			✓	✓	✓	✓	✓	43. Participate in workplace inspections when required.			

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								As far as reasonably practicable ensure:			
		✓	✓	✓	✓	✓	✓	44. Communicate and undertake consultation on WHS and Injury Management related matters with work area.			
			✓	✓	✓	✓		45. Allocate work tasks in accordance with employee skills.			
			✓	✓	✓	✓	✓	46. Assist in the development of return to work plans.			
			✓	✓	✓	✓		47. Monitor workers on return to work plans.			
			✓	✓	✓	✓	✓	48. Develop, review and complete WHS procedures and processes at the operational level.			
✓	✓	✓	✓	✓	✓	✓	✓	49. Communicate and undertake consultation on WHS related matters to work team.			
			✓	✓	✓	✓	✓	50. Monitor and review WHS in work team activities.			
			✓	✓	✓	✓	✓	51. Inspect and/or wear /use PPE in accordance with instruction/training. (if required)			
✓	✓	✓	✓	✓	✓	✓	✓	52. Ensure WHS procedures and processes are applied to self and team activities.			
			✓	✓	✓	✓	✓	53. Review WHS procedures and processes at the operational level.			
	✓	✓	✓	✓	✓	✓	✓	54. Comply with reasonable instruction issued by Council.			
✓	✓	✓	✓	✓	✓	✓	✓	55. Cooperate with policies and procedures, including reporting of hazards/incidents via Council's reporting process.			
✓	✓	✓	✓	✓	✓	✓	✓	56. Undertake risk assessment as required prior to commencing a task.			
			✓	✓	✓	✓	✓	57. Inform supervisor of any damage to or defect of plant and equipment.			
✓	✓	✓	✓	✓	✓	✓	✓	58. Demonstrate positive safety behaviours in the workplace.			



WHS Roles and Responsibilities

I accept and agree to use my best endeavours to fulfil my WHS responsibilities

_____ Name of Employee	_____ Signed	_____ Date
_____ Supervisors Name	_____ Signed	_____ Date

Action Plan:

Comments: