

POSITION DESCRIPTION

Position Title	Customer Relations Officer
Position Number	27161
Division	Customer and Corporate Strategy
Branch	Corporate Performance and Customer Service
Grade	13
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 - Systems] B --- D[Senior Customer Relations Officer - People] D --- E[Customer Relations Officers x 18] </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
<ul style="list-style-type: none"> • Customer Service • Corporate Core Values
Key Duties & Responsibilities
<p>Customer Service</p> <ul style="list-style-type: none"> • Provide high level customer service and technical advice across all the service centre functions, including the telephone contact centre, concierge, Visitor Information Centre, Live Chat 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) and ("Mr Mobile") updates are completed to ensure all information can be used for effective service delivery. • Actively self-manage workload using Council's email, Live Chat and Call Centre software queueing system to provide an even spread of work across the Team • Contribute towards Contact Centre KPI's along with the ability to use our software systems and provide service via the National Relay Service and our Interpreter Service • Use and participate in maintaining and improving our data knowledge software system and Promapps to ensure information is current and the system continues to grow and support the Team • 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 • Receive and process NSW Planning Portal applications and certificates 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, hall bookings, maps and zoning instruments, rates etc • Manage casual facilities hires, Macarthur Park bookings, Street Stalls and busking through Council's booking system • Maintain familiarity with all exhibition matters including current reports, planning and development applications along with legislation, policies and procedures • Perform cashiering duties including receipting, balancing, refunds, EFT payments and banking with 98% accuracy. • Train, mentor and monitor staff and trainees in all aspects of the customer service role when required and act as a positive role model • Act as the Council's Concierge, ensuring all customers are greeted in a professional manner and have complied with requirements from our visitors procedure/sign in • Participate in "Frontline Insights" to promote Customer Experience

- 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 and existing technology which may be introduced into the Service Centre including phone system and computer systems
- Actively participate in Council's "Partnership" program to exchange information/training and build strong proactive relationships across Directorates with subject matter experts
- Record statistics as requested 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 Safety 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 Council's 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 environment) and/or a Cert IV in Customer Service.
- Excellent communication, organisational skills
- Excellent Analytical, conflict resolution and problem solving skills that lead to effective solutions and avoid/reduce potential conflict.
- 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, plans 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

December 2023

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.

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.

Employee Name:

Employee Signature:

Date: