



# POSITION DESCRIPTION

## Customer Service Officer

Incumbent:	VACANT
Department:	Corporate Support
Reports to:	Customer Services Team Leader
Employment Status:	Fulltime
Award Classification:	Band 4
Prepared by:	Human Resources Business Partner
Approved by:	Chief Executive Officer

### Position Summary

Reporting to the Customer Services Team Leader, the position of Customer Service Officer forms an integral part of the Council team. The successful candidate will work in a frontline position to serve our community and maintain an excellent public image through the provision of quality customer service across all functions of the Council.

A key responsibility of the position is to provide prompt and accurate information to internal and external customers and receipt and reconcile cash, cheque and card payments

### Key Responsibilities

#### Customer Interface:

- Provide timely and accurate information on Council's Services, community facilities and external service providers to both internal and external customers.
- Have a thorough understanding of Council's customer request system.
- To provide information on how to access and comply with services, facilities, and legislated requirements of Local Government within the Ararat Rural City Council, based on procedure and the requirements of respective departments.
- To maintain confidentiality on appropriate matters and adhere to Council's policies, in respect to the provision and receipt of information.
- Promote and actively encourage complaint resolution with empathy and to the satisfaction of the customer, fostering a professional Council Customer Service image at all times.

#### Administration:

- To be proficient in the operation of internal communication systems, e.g., intranet/telephone, email, in a professional and courteous manner, providing timely and accurate information.
- To maintain a high level of knowledge of Council's systems and processes.
- Refer enquiries of a more complex nature to appropriate staff in a manner that facilitates optimal outcomes for customers.
- To provide administration support services to respective departments as required.
- Maintain databases and respective departmental programs as directed.
- To maintain information on the various customer services of Council.
- Cashier and receipting with respect to payments made to Council.
- To work as an active member of the team.
- Ensure compliance with Council's Risk Management Policy, Risk Management Framework and OH&S Policy.
- Observe all policies and procedures of Council.
- Any other duties as required within the scope of the position.



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## Accountability & Extent of Authority

- To report any issues that arise which may jeopardise customer service.
- Guidance and support are always available.

## Judgement & Decision Making

- To make sound judgements as to the most effective customer advice within prescribed limits and as dictated by procedure.
- To make sound judgements on situations and circumstances that may require assistance when dealing with difficult or emotional customers.

## Specialist Knowledge & Skills

- A comprehensive knowledge of functions and activities of the Council as well as community services provided by other local agencies.
- The ability to resolve issues in a creative and innovative manner with regard to the issue at hand
- The ability to identify when an issue needs referral to another responsible area.
- Fundamental financial and data input skills.
- The ability to follow set procedures and processes.

## Management Skills

- The ability to organise resources with respect to allocating priorities, planning, and organising work activities to manage the constant requests for action as required by customers.
- The ability to undertake a variety of tasks concurrently with minimal supervision and make decisions as appropriate given all information and within the authority of the position.

## Interpersonal Skills

- The proven ability to communicate effectively with a wide variety of people and gain their cooperation is essential.
- The ability to liaise and empathise with customers and their enquiries, requests, or complaints.
- To support and promote team involvement with all employees.
- The ability to take clear and specific messages and refer communications to the respective departments, ensuring the follow-up of enquiries, communications and actions as required.

## Qualifications & Experience

- The expected minimum qualification requirement would be an Administration Certificate 3 or demonstrated experience within a similar customer service working environment.
- Experience in front counter enquiries, including the provision of telephone communication skills, is essential.
- Sound skills and knowledge of computer software, including database management and programs within the Microsoft Office suite.
- Experience in Local Government or familiarity with Council services is not essential but will be well regarded.

## Position Approval

	Signed	Date
Acknowledged by Employee		
Approved by the HR Business Partner		
Approved by the Chief Executive Officer		