

CUSTOMER SERVICE OFFICER

DOCUMENT TYPE:	Position Description	
POSITION:	Customer Service Officer	
POSITION SUPERVISOR:	Team Leader Records and Customer Service	
POSITION DIRECTORATE:	Corporate	
POSITION DEPARTMENT:	Organisation Development	
POSITION TERM:	Permanent	
POSITION STATUS:	Part-time	3 days per week (Wednesday to Friday)
POSITION AWARD CLASSIFICATION:	Band 4	
POSITION DESCRIPTION VERSION NUMBER:	1	
POSITION DESCRIPTION DATE ADOPTED:	November 2022	
POSITION DESCRIPTION REVIEWED BY	Team Leader Records and Customer Service	
INCUMBENT:	Vacant	
FILE LOCATION:	All position descriptions are held on a secure network by the Human Resources Department.	
<p>Position descriptions are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the Human Resources Department to ensure that the version you are using is up to date.</p> <p>This document is available in alternative formats (e.g. larger font) if requested.</p>		

1 POSITION OBJECTIVES

The objective of this position is to deliver exceptional customer service to both internal and external stakeholders and portray a positive first impression to the community.

2 KEY RESPONSIBILITIES AND DUTIES

2.1 Customer service

The incumbent will:

- be the first contact for incoming telephone calls and counter enquiries
- efficiently and courteously attend to enquiries regarding Council related issues
- deliver the best available advice, assistance and service to customers, which results in enquiries being satisfactorily answered or arrangements made for the matter to be redirected to the correct officer
- adhere to the parameters of Council's Customer Service Charter.

2.2 Customer request management system

The incumbent will:

- ensure telephone and front counter enquiries, requests, and/or complaints are entered into Council's Customer Request Management System (Altitude)
- assist staff with the development of new actions and/or requests to improve customer service in their respective areas

2.3 Cashier

The incumbent will:

- ensure all incoming monies are receipted promptly and accurately
- reconcile and prepare monies received at the customer service desk for banking
- undertake the banking process through Council's financial management system.

2.4 Rates and property records

The incumbent will:

- assist the Revenue Collector, including maintenance of property/rate records
- prepare statutory certificates, particularly Land Information Certificates containing full and accurate information in a timely manner
- efficiently handle telephone and counter enquiries relating to property rates
- ensure accurate and prompt changes are made within the property rating system when required or as directed.

2.5 Dog/cat registration

The incumbent will:

- maintain computer-based dog and cat registration data
- issue tags and receipt monies relating to dog and cat registrations.

2.6 Garbage requests

The incumbent will:

- record all requests and/or complaints in relation to the garbage and recycling collection service
- contact the contractor in relation to bin requests and/or complaints.

2.7 Records duties

The incumbent will:

- have an understanding of, and commitment to, the importance of the safe storage of information and documentation created and received by Council
- ensure that all soft records created are saved to the appropriate area of Council's network
- ensure that all hard copy records created or received are placed on the appropriate file.

2.8 Other duties

The incumbent will carry out such other duties as directed that are consistent with the general requirements of this position.

3 ACCOUNTABILITY AND EXTENT OF AUTHORITY

The incumbent will:

- be accountable for the provision of accurate information on current issues, practices and procedures relevant to Council's operations
- be able to exercise discretion and confidentiality in the application of customer service in accordance with Council's Customer Service Charter.
- be able to provide direction to supervised employees.

4 JUDGEMENT AND DECISION MAKING

The incumbent will:

- be responsible for ensuring those administrative duties of the customer service department are dealt with in accordance with goals established by management
- always be able to obtain guidance and advice within time to make a choice
- be able to show discretion and initiative to deal with general customer service queries and refer those of a complex nature to the relevant officer.

5 SPECIALIST SKILLS AND KNOWLEDGE

The incumbent will have:

- a professional and empathetic nature to deal with customer service queries
- the ability to utilise computer information systems in an administrative setting
- a good knowledge of Council operations and procedures
- the ability to reconcile and account for large amounts of cash when required
- proven competency in clerical and administrative duties.

6 MANAGEMENT SKILLS

The incumbent will have the:

- ability to work unsupervised towards set goals and procedures of Council
- ability to manage time, plan and organise own work
- ability to use own initiative to consult on problems when required.
- ability to provide employees with guidance and training.

7 INTERPERSONAL SKILLS

The incumbent will have:

- the ability to relate well to a diverse range of people, including staff and public both via the telephone and face to face
- a friendly demeanor and desire to serve the community

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- good communication skills with an ability to listen and advise on Council issues, whilst ensuring sensitivity and client confidentiality
- ability to prepare written communication and create reports as required.
- ability to create and update procedures in accordance with the changing needs of Council.

8 EXPERIENCE

The incumbent will have:

- experience working within an office environment
- proven competency in the use of computer information systems
- the ability to count and balance large sums of money.
- The ability to prepare written correspondence.

9 QUALIFICATIONS

Qualification	Mandatory or Desirable
A minimum of VCE education or equivalent	Desirable

10 VERIFICATIONS

Verification	Mandatory or Desirable
A current Victorian Drivers Licence	Desirable

11 ORGANISATIONAL QUALIFYING PERIOD

An Organisational Qualifying period of six months applies to the position.

12 ANNUAL PERFORMANCE DEVELOPMENT REVIEW

A Performance Development Review will be conducted each year. Every staff member is required to actively participate in the Annual Performance Development Review process with his or her immediate supervisor.

13 ORGANISATIONAL RELATIONSHIPS

Relationship	Stakeholders
Reports to	Team Leader Records and Customer Service
Supervises	Nil
Internal liaisons	All Council Staff
External liaisons	Ratepayers Residents Businesses General public

14 KEY SELECTION CRITERIA

The criteria for selection will be:

1. professional and friendly customer service skills with proven ability to listen, decipher and communicate assistance regarding Council operations
2. time management skills, with an ability to plan and prioritise work in a busy customer service environment
3. experience working in an administrative or clerical setting
4. ability to follow procedures and policies established by Council
5. proven competency in the use of computer information systems

15 REVIEW

The supervisor and incumbent will review this Position Description for any necessary amendments during the annual Performance Development Review process.

16 GENERAL RESPONSIBILITIES AND DUTIES OF EVERY LODDON SHIRE COUNCIL EMPLOYEE

Every employee of the Loddon Shire Council is bound to adhere to legislation, regulations, and codes of conduct. Specific responsibilities are:

16.1 Council values

All Employees are required to uphold the Values of the Council as set out in the Council Plan and Staff and Contractors' Code of Conduct.

16.2 Equal opportunity and bullying and harassment

Loddon Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, and vilification and bullying.

All Employees are required to:

- respect the rights of all other employees, customers and clients
- adhere to Council's equal opportunity and bullying and harassment policies and procedures
- not get involved in, support, assist or encourage any form of discrimination, harassment, sexual harassment, bullying, vilification or victimisation

In addition, employees with supervisory responsibilities must also:

- take appropriate actions to prevent discrimination, harassment, sexual harassment, bullying, vilification or victimisation from occurring in their work area; and
- take appropriate steps to remedy the situation if discrimination, harassment, sexual harassment, bullying, vilification or victimisation has occurred

16.3 Occupational Health & Safety

An employee, while at work, shall:

- take the care of which the employee is capable for the employee's own health and safety and for the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace
- adhere to and assist in the continuous improvement of Council's occupational health and safety systems.

16.4 Risk Management

An employee, while at work, shall:

- ensure any issues identified as a risk to the public, contractor or members of staff are reported in accordance with Council's incident reporting procedure
- adhere to and assist in the continuous improvement of Council's risk management system.

16.5 Staff and Contractors Code of Conduct

The Staff and Contractors Code of Conduct applies to all employees and contractors of the Loddon Shire Council. All staff must:

- adhere to the Staff and Contractors Code of Conduct at all times
- familiarise themselves with the Code to ensure compliance with its principles.

16.6 Privacy

The Loddon Shire is committed to complying with the Privacy and Data Protection Act 2014 and the Health Records Act. All employees are required to:

- adhere to the Privacy and Data Protection Act 2014 and the Health Records Act
- at all times ensure that the personal information collected and held by the Council is protected from misuse, loss, unauthorised access, modification or disclosure
- ensure that personal information is appropriately stored and managed
- collect information only directly relating to the services being provided to clients
- not disclose personal information to any person or organisation without written consent or unless prescribed by a lawful instruction.

16.7 Records management

Loddon Shire Council employees, as public officers under the Public Records Act 1973, have responsibilities for ensuring that records created and received are captured, managed, stored, and destroyed in accordance with Public Records Office of Victoria standards and policies and procedures adopted by the Council.

Managers have an additional responsibility to ensure that departmental Council staff understand and comply with the requirements of the Public Records Act 1973 and Council records management policies and procedures.

16.8 Confidentiality

All employees of the Loddon Shire Council have a duty:

- to serve the Council with loyalty and in good faith
- not to disclose or use any information obtained in the course of employment for any purpose other than carrying out duties of employment



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- not to source Council information, or information relating to Council’s ratepayers and clients, for any purpose other than carrying out duties of employment.

16.9 Compliance

The Loddon Shire is committed to implementing a compliance framework to encourage organisational-wide compliance with legislation, policy and procedures.

This position is required to manage responsibilities under legislation, policy and procedures.

Where relevant the incumbent must use Council’s approved Advent Manager Compliance Software by:

- ensuring obligations and actions in Management Action Plans are attended to within the timeframes allocated
- signing-off obligations and actions in the system once they reach practical completion.

16.10 Child Safe Standards

The Loddon Shire is committed to the safety of children and young people and operates within the child wellbeing and safety amendment (Child Safety Standards) Act 2015.

Staff are expected to be aware of all policies and procedures regarding the safety of children and young people at all times.

17 AGREEMENT

The manager and incumbent, by signing this section of the Position Description, agree that it reflects the current duties and responsibilities of the position.

Incumbent’s name: (Please print).....

Incumbent’s signature:.....

Date:

Manager’s signature:

Manager’s title:.....

Date: