



POSITION DESCRIPTION

POSITION TITLE:	Customer Contact Officer
AWARD CLASSIFICATION:	Victorian Local Authorities Award 2001 – Band 4
DIRECTORATE:	Innovation & Performance
APPROVED BY:	Director Innovation & Performance/Deputy CEO
Date:	23 April 2018

POSITION OBJECTIVES:

- To provide courteous, responsive and proactive customer service and provide support both internally and externally.

KEY RESPONSIBILITIES AND DUTIES:

Customer Contact

- Provide responsive, courteous and reliable customer service in a timely manner, both external and internal.
- Provide responsive and courteous telephone and counter services including timely and accurate referral of contacts and enquiries.
- Provide support and assistance to senior officers and team members as appropriate.

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Community Relations Coordinator.
Supervises:	Nil.
Internal Relationships:	Councillors, Chief Executive Officer, Directors, Managers, Executive Managers and Council Staff.
External Relationships:	Community, State and Federal Government Departments, professional associations, contractors and consultants.

GUIDING PRINCIPLES:

Strathbogie Shire Council recognises that great organisations are built on shared and demonstrated values. All Council employees are expected to demonstrate commitment and act in accordance with the following guiding principles:

Progressive & Responsive – We are leaders in local government innovation and are responsive to the community.

Fair & Consistent – We are fair and consistent in our thinking, actions and decisions.

Open & Honest – Leaders are open and accessible. Staff are confident to speak their mind. We value honesty.

Selfless & Inclusive – We take a “Shire First” approach and value the participation and opinion of all.

OCCUPATIONAL HEALTH AND SAFETY

- The incumbent must demonstrate a strong commitment to workplace health and safety and effective organisational and public risk management and must take all reasonable care in the performance of his/her duties to prevent injury to him/herself and others.
- The position is responsible for complying with the Council’s Occupational Health and Safety management program and relevant legislation by working in a safe and responsible manner taking into consideration other staff members. Responsibility includes correct use of equipment and the identification and reporting of workplace incidents and hazards.

RISK MANAGEMENT

- Ensure that activities, functions and responsibilities are carried out in accordance with statutory obligations and legal procedures, with minimal exposure to risk and litigation.
- Ensure Council’s Risk Management Policy and Procedures are observed and complied with at a personal level.
- Participate actively in the identification and reporting of risks and contributing to implementation of identified controls.
- Perform the position functions and duties in accordance with risk management provisions of their position description or contract.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise some discretion in the application of established standards and procedures.
- Accountable to the Manager Community Relations for the quality, effectiveness, cost and timelines of work plans and programs and for the care of their assets, systems and technology being managed.

JUDGEMENT AND DECISION MAKING

- The objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.
- Guidance and advice are always available within time to make a choice.
- Make decisions on matters, which are the responsibility of the position, provided that these are within delegated authority, legislative requirements and Council's policy.

SPECIALIST KNOWLEDGE AND SKILLS

- Understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and, where appropriate, an appreciation of the goals of the wider organisation.
- Understanding of Workplace Health and Safety, Equal Opportunity and other legislation relating to the workplace.
- Knowledge of Local Government functions, legislation and regulations relevant to the position.
- Knowledge of customer services, electronic cash receipting and banking processes.
- Knowledge of face to face counter interactions.

MANAGEMENT SKILLS

- Ability to manage time and to plan and organise own work load.
- Basic knowledge of personnel practices and an ability to provide employees under their supervision with the on-the- job training and guidance if required.

INTER-PERSONAL SKILLS

- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities.
- Skills in written communication to enable the preparation of routine correspondence and reports if required.
- Provision of quality customer service and information with the aim of all customer contacts requests to be handled in a courteous, efficient and professional manner.
- Excellent communication skills including an ability to work cooperatively and relate professionally and enthusiastically to a diverse range of people, both internally and externally.
- Use initiative and act professionally, with discretion, integrity and confidentiality.

QUALIFICATIONS AND EXPERIENCE

- Knowledge and experience in customer services, electronic cash receipting, reconciliation and banking processes.
- Experience in the use of software packages and databases including Microsoft Word, Excel, Outlook and relevant Financial/Accounting software applications.

KEY SELECTION CRITERIA

Essential

- Experience in providing excellent customer service both internally and externally.
- Excellent communication, interpersonal and customer relations skills.
- Professional presentation including a courteous phone manner.
- Ability to work cooperatively and relate professionally and enthusiastically to a diverse range of people, both externally and internally.
- Use initiative and act professionally, with discretion, integrity and confidentiality.
- Experience in the use of software packages and databases including Microsoft Word, Excel, Outlook and relevant Financial/Accounting software applications.

Desirable

- Experience in Local Government Industry.

TERMS AND CONDITIONS OF EMPLOYMENT

The Customer Contact Officer/Tourism Support Officer position is classified as a Band 4 within the Strathbogie Shire Council Enterprise Agreement 2015. The salary range for this position is within Band 4 plus 9.5% superannuation and Income Protection per annum commensurate with qualifications and experience. Normal hours are between 8.45am and 5.30pm with a 45 minute lunch break, Monday to Friday. Membership of a superannuation fund is compulsory (default fund is Vision Super). Annual, sick and long service leave accruals will apply in accordance with the Victorian Local Authorities Award 2001 and the Strathbogie Shire Council Enterprise Agreement 2015.

SIGNATURES

Employee

Name: _____

Signed: _____

Date: _____

Director

Name: _____

Signed: _____

Date: _____