

POSITION DESCRIPTION

CUSTOMER SERVICE COORDINATOR

Award Classification Victorian Local Authorities Award 2001 – Band 7

Directorate People & Governance

Reports to Manager Communications and Customer Experience

Supervises Customer Service Officers

Approved By Director People & Governance, April 2025

OUR 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.

POSITION OBJECTIVES

- Provide quality and efficient customer experience to our community through the daily management of a dedicated team.
- Promote and improve customer service across the organisation.
- Drive the achievement of key performance indicators in accordance with the Customer Service Focused Charter across the organisation, supported by reporting and systems development.
- Manage and develop customer request, feedback and complaint resolution systems.
- Provide daily direction and communication to employees so that customer service interactions are managed in a timely, efficient, and knowledgeable manner.

KEY RESPONSIBILITIES AND DUTIES

Working across the Council Offices in Euroa and Nagambie

- Act as the escalation point for complex complaints, disputes, and service issues, ensuring a transparent and resolution-focused approach.
- Day to day management and supervision of the team including but not limited to escalations, rostering, staff performance management, attendance, leave requests and staff recruitment.
- Ensure that the handling and receipting of monies received are in accordance with internal procedures and effective fraud management controls.
- Manage the VicRoads Agency contract, including conducting audits as required.
- Ensure effective use of customer request, feedback and complaint resolution systems within the Customer Service Team and be actively involved in any digital transformation projects.
- Monitor customer requests, complaints and feedback ensuring they are entered into Council’s tracking system (CRM) and allocated to the appropriate officers for action at time of service, offering the complainant a reference number and provide proactive status updates on resolution progress.
- Track, analyse, and report on complaint trends, response times, and resolution rates, providing monthly performance insights to the Executive Leadership Team and Council.
- Ensure timely escalation and resolution of complex complaints, coordinating across departments to achieve fair and efficient outcomes for residents.
- Provide organisation-wide training on complaint handling best practices, ensuring all staff can effectively manage and resolve customer concerns.

POSITION DESCRIPTION

- Work closely with departments to improve customer service delivery and complaint resolution, making recommendations to the Manager and Director as required.
 - Monitor the changing needs of the service, liaising with internal and external customers to identify areas for improvement.
 - Lead the development, implementation and review of the Customer Focused Service Charter and Complaint Resolution Framework to ensure a focus on resident satisfaction.
 - Facilitate discussions to implement changes to procedures and standards of service that benefit the customer and ensuring that the Customer Service Team are constantly kept informed and allow the opportunity to exchange feedback.
 - Introduce contemporary customer experience services that improve customer interaction with the organisation.
 - Build strong internal relationships with all service units to enhance the profile of the Customer Service team.
 - Represent the customer in organisation wide projects and initiatives.
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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 themselves 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.
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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.
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ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible for customer service team.
 - Develop and implement the Customer Service Charter, improve/embed customer practices and oversee standards and customer policies across the organisation.
 - Promote exceptional customer experience across the organisation.
 - Continuously improve customer service evidenced through data, annual surveys, and customer feedback.
 - Ensure the goals and objectives for Customer Service team are met and in line with Council objectives.
 - Support other service units in managing customer relations and resolution of customer enquiries and complaints, business transactions, and requests for service.
 - Provide accurate, high quality, technical and strategic advice (or reports) to Managers, the Executive Leadership Team, Committees and other stakeholders as required.
 - Frequently manage up/down/across the organisation and proactively be the voice of customer for the organisation.
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JUDGEMENT AND DECISION MAKING

- Requirement to solve problems within agreed boundaries.
- Operate within the parameters of the defined policies, procedures and guidelines determined for the operation of Council's services and facilities.
- Ability to work unsupervised, analyse situations and independently make decisions, and guide other staff members to relevant policies and procedures.
- Guidance and advice are usually available within the time required to make a choice.
- Ability to interpret a customers' needs and provide the appropriate information requested or redirect to the responsible officer.
- Investigate and resolve high-level customer issues and complaints, to minimise potential negative impacts on Council.

SPECIALIST KNOWLEDGE AND SKILLS

- A level of proficiency in driving and fostering excellent customer service leadership across the organisation.
- Strong understanding of the key strategic issues impacting on Customer Service team in particular customer service quality, customer experience and its importance to Council.
- Experience and knowledge of the needs of our diverse community.
- Project management and negotiating skills.
- An understanding of computer-based enquiry and tracking systems (e.g. CRM and Contact Centre systems or equivalent)
- Knowledge of Excel and use of data analytics to drive CX improvements
- Demonstrated skills and knowledge in correct cash handling procedures and online receipting.
- A demonstrated understanding the operation of telephone systems, computer information systems and other office equipment.

MANAGEMENT SKILLS

- The ability to lead, motivate, provide on the job training and guidance to the Customer Service staff.
- Ability to effectively supervise and manage staff.
- Ability to develop and deliver relevant training and assistance for internal staff and management, including one-on-one sessions.
- Performance management of staff.
- Ability to ensure compliance with the employer's and employees' duty of care with respect to Occupational Health and Safety legislation and risk management requirements.
- Managing the resolution of high-level customer escalations, overseeing complaints, including dealing with difficult customers.
- Facilitation and leadership skills to enable the solving of problems through discussion and teamwork.
- Ability to provide ongoing support in the use of Customer Request Management System.
- Ability to develop and document clear procedures to ensure consistent and efficient customer service processes.
- An understanding of the long-term goals of the team and the alignment with the Council Plan.
- A broad organisational knowledge and understanding of Council and community issues.
- Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures may be required.

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INTERPERSONAL SKILLS

- Ability to provide strong guidance and support to Customer Service Team.
- Ability to lead by example in terms of providing excellent customer service, advice, and information, ensuring all customer contacts and requests handled in a courteous, efficient, and professional manner.
- Ability to use discretion and diplomacy in handling matters of a sensitive or confidential nature.
- Ability to interact effectively with a broad range of internal and external clients.
- Ability to work in a team environment.
- Ability to prepare reports and routine correspondence.
- Ability to gain co-operation and assistance from members of the public and employees.
- Use initiative and act professionally, with discretion, integrity and confidentially.
- Highly developed communication and problem-solving skills.
- Demonstrated ability to motivate and develop employees.
- Ability to discuss and resolve issues with all levels of staff.

QUALIFICATIONS AND EXPERIENCE

- At least 5 years' experience leading frontline customer service teams, including cash handling/banking responsibilities.
- Relevant qualifications in customer service and/or extensive experience in the strategic management of a Customer Service team or lesser formal qualifications and experience in developing and implementing customer service policies, procedures and standards.
- A solid understanding of Microsoft programs, including but not limited to Excel, Outlook and Word, electronic records management systems and customer service requests.
- Experience in handling cash, receipting, and balancing takings.
- Experience in leading a team of front-line customer service team.
- Experience in assisting with the development, implementation, and review of customer service initiatives.

Desirable

- Sound knowledge of Local Government operating environment and legislative responsibilities.
- Experience in contract management and operating as an agency for another service provider.

KEY SELECTION CRITERIA

- Demonstrated commitment to innovative and responsive frontline customer service and complaint resolution.
- A customer first mindset.
- Experience in driving customer service excellence across the organisation.
- Well-developed verbal and written communication skills.
- Proven ability to analyse customer service data to identify trends to address emerging issues.
- Demonstrated ability to deal with complex and varying customer issues.
- Ability to work cooperatively and relate professionally to a diverse range of people and customers, both external and internally.

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TERMS AND CONDITIONS OF EMPLOYMENT

The Customer Service Team Leader position is classified as a Band 7 within the Strathbogie Shire Council Enterprise Agreement No 10 - 2023. The salary range for this position is Band 7 plus superannuation in line with legislation and Income Protection per annum commensurate with qualifications and experience. The position is a full time position 38 hours per week and 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, personal, and long service leave accruals will apply in accordance with the Victorian Local Authorities Award 2001 and the Strathbogie Shire Council Enterprise Agreement No 10 - 2023.

SIGNATURES

EMPLOYEE

Name:

Signed:

Date: